

THE PRACTICE OF RELATIONAL TALK IN MEETINGS

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ABSTRACT

This study explores how participants do relational work at managerial meetings to achieve their objectives. Drawing on data recorded in managerial meetings in Kuala Lumpur, this study explores how participants manoeuvre their interaction according to the norms and expectations in the workplace and at the same time achieving their objectives. Four days of formal meetings were recorded. Seven participants representing the customer side discussed their company's issues with the appointed vendor who was represented by one member. The meetings were conducted by non-native speakers of English who frequently code-switched from Bahasa Malaysia to English in a local Malaysian setting attended by Indonesian as well as Malaysian parties. The objective of this study is to look into how relational talk, relational work and humour are displayed in the discursive behaviour of participants. To analyse relational work, Locher and Watts' (2005) framework is applied. Based on the framework of Community of Practice by Mills (2003), relational talk and humour are conceptualised. Schiffrin's (1994) approach to analysing data according to structure and function with Mill's Community of Practice (2003) help to provide an in-depth data analysis. The analysis reports on how members of the six sessions of meetings use relational talk and humour to meet the acceptable norms of relational work in which the interactions occurred. The findings show that humour is generally used as building and maintaining rapport among participants. Although relational talk is seen as trivial, in this study it is a powerful and sophisticated tool in workplace meetings where members with power use it to garner support and hiding power. In order to mask their real intentions, the participants employ appropriate behaviour in their relational talk and humour.

ABSTRAK

Berdasarkan kepada data yang direkodkan daripada mesyuarat pengerusi di Kuala Lumpur, kajian ini menyiasat bagaimana para peserta dalam mesyuarat mengendalikan perbualan mengikut kebiasaan dan jangkaan di tempat kerja dan pada masa yang sama mencapai objektif masing-masing. Dalam mesyuarat formal yang merangkumi enam sesi, tujuh peserta yang mewakili pihak pelanggan membincangkan isu-isu syarikat yang terkini dengan seorang ‘vendor’ yang dilantik oleh syarikat pelanggan. Para peserta dari Malaysia dan Indonesia dalam mesyuarat seringkali menukar kod (code-switch) bahasa antara Bahasa Malaysia dengan Bahasa Inggeris. Objektif kajian ini adalah untuk melihat bagaimana perbincangan individu memaparkan hubungan percakapan (relational talk), hubungan kerja (relational work) dan jenaka. Dalam analisis hubungan kerja, rangka struktur daripada Locher dan Watts (2005) digunakan. Manakala, rangka struktur Pengamalan Komuniti (Community of Practice) daripada Mills (2003) dan Analisis Wacana (Discourse Analysis) Schiffirin (1994) membantu memahami struktur dan fungsi ketika menganalisis data. Daripada laporan analisis, didapati para peserta menonjol keupayaan mereka menggunakan hubungan percakapan dan berjenaka sesama sendiri, pada masa yang serentak melakukan hubungan kerja dalam interaksi. Penemuan daripada kajian ini menunjukkan bahawa jenaka seringkali digunakan untuk membina dan mengekalkan hubungan mesra antara individu. Walaupun hubungan kerja dianggap tidak penting, tetapi dalam kajian ini membuktikan sebaliknya. Ia dianggap sebagai salah satu cara komunikasi yang canggih dan berkuasa dalam mesyuarat di tempat kerja dimana pihak yang berkuasa menggunakan hubungan kerja untuk mendapat sokongan dan menyembunyikan kuasa. Bagi pihak yang berkuasa

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CHAPTER ONE

Introduction

1.1 Introduction

Language is a multi-function system of signs and meanings. Several meanings are accomplished simultaneously using language. Halliday (1978) points to three meta-functions that language performs: the ideational meta-function (language used for experience purposes), the interpersonal meta-function (language used for relationship purposes) and the textual meta-function (language used for discourse purposes). Politeness, small talk and humour fulfil the criteria of interpersonal meta-function than any other meta-functions where negotiation of identities and relationship among interlocutors are common in this study. Spencer- Oatey (2011) refers to the pragmatic definition of interpersonal relations as “conceptualised as being located on two different continua equal/ unequal and distant/ close”. She concludes that interpersonal relations have taken a diverse approach and different continua. By the same token, Locher and Watts (2005) claim that individuals always “work” to “invest in negotiating relationships with others” (2005, p.10) because they are communal beings and they need to depend on others to achieve their personal goals. This act is called relational work. With this explication, Locher and Watts (2005) places (im)politeness as part of relational work and “must be seen in relation to other types of interpersonal meaning” (2005, p.10). Small talk and the use of humour are classified as relational practice (Holmes and Marra, 2004) for they “reflect(s) a relational logic of effectiveness and require(s) a number of relational skills such as empathy, mutuality, reciprocity, and a sensitivity to emotional contexts” (Fletcher, 1999 cited in Spencer-Oatey, 2011).

In this study, the researcher will examine talks which include (im)politeness, humour and small talk from four business meetings involving customers and a vendor in a multi-national company in Kuala Lumpur.

Laver (1975, cited in Coupland, 2000) supports Malinowski's (1923, cited in Laver, 1975) term of small talk as "phatic communication" where it is "phatic sequences" used to build and maintain social relationships, projecting speaker's identity and stance. Laver believes small talk "provides for interactants to size each other up and establish the footing on which talk will proceed" (2000, p.5). It is not merely talk that is meaningless or aimless but relevant to the whole interaction. Coupland points out the intricacies of small talk in the workplace domain that

needs to be interpreted not only in terms of its relational function (establishing rapport between professionals and clients), but in terms of how that rapport furthers and contests the instrumental and transactional goals of the institution... It is an intrinsic part of the talk at work complex (Coupland, 2000, p.6)

There is an unambiguous relationship between small talk and politeness in her volume of *Small Talk* (2000). She credits Brown and Levinson for indicating how small talk through politeness is "socio-cultural grand rites" (2000, p.14) of a society. Other researchers who have credited Brown and Levinson's politeness in small talk include Holmes (2000), Cheepen (2000) and Coates (2000). In this particular study, the researcher choose to apply Koester's (2004) term of relational talk which refers to small talk as it is more apt for the analysis.

Humour serves as a multi-functional purpose in verbal communication. The general features of humour are to create and build camaraderie, and contribute to social cohesion (Holmes, 2002, 2007; Mullany 2004; Norrick et. al., 2008). When humour is

used, a person's face is protected, (s) he is at ease and the social distance is minimised. It is seen as a positive face strategy (Brown and Levinson, 1987). Nevertheless, humour can also be seen negatively in situations where asymmetrical power is manifested especially at the workplace (Rogerson- Revell, 2007; Holmes, 2000, 2005; Schnurr et.al, 2011).

Politeness has been a topic that captivates many researchers since the conception of Brown and Levinson's theory of politeness (1987). In an intriguing manner, politeness according to Locher (2004) is "as hard to define as power" and researchers are still yet to come to a definite definition of politeness. Yet, the study of linguistics politeness has generally been linked with the concept of "face".

Brown and Levinson's (1987) view of "face" is based on Goffman's 1967's approach. "Face" as defined by Goffman as

positive social value a person effectively claims for himself by the line others assume he has taken during a particular contact. Face is an image of self delineated in terms of approved social attributes- albeit an image that others may share, as when a person makes a good showing for his profession or religion by making a good showing for himself (Goffman, 1967 cited in Goffman and Best, 2005, p.5)

With the adaptation of Goffman's "face", Brown and Levinson has overtly applied "face" in all matters pertaining to politeness which has strayed from the "term's original figurative meaning" (Haugh and Hinze, 2003, p.1582). Therefore, this theory has courted considerable criticism towards the literature of politeness (Mills, 2000; Watts, 2003; Upadhyay, 2003; Fukada and Asato, 2004).

1.2 Background of the Study

Davis (2003) defines workplace meetings as a place of multi-party interaction that organisations encourage members to provide input for “organisational challenges”. He identifies the types of meetings that are held in the organisations. They are the “regular staff meetings, project team or group meetings, cross- departmental meetings, problem-solving meetings, information- sharing or update meetings, combination meetings and impromptu meetings” (Davis, 2003). Generally, meetings are held to achieve common business goals. In this particular study, the researcher’s findings are based on meetings which include a combination of project, problem solving and information- sharing meetings. As it is, organisations expect employees to perform beyond their regular duties. They are to be involved in projects that benefit the company. In these meetings, updates and problems are presented for employees to respond and take actions.

Boden (1994) claims that discourse practices are “primary mover(s) in making organisations happen” (1994, p.15). Members are largely responsible in making the organisations alive by being visible and active. She sees talks as “possible to gain insight not only into how everyday business gets done at the level of talk, but also into the interactional and organizational business that is accomplished through that talk. The structural and interactional properties of everyday talk are thereby reflexively tied both to the occasion of speaking and, simultaneously, through these recurrent patterned activities to the larger social order, in this case the organization as a whole” (1994, p.15). Talks in meetings “build the relationships, alliances, and coalitions” (1994, p.51) among individuals. Examples of talks that shows individuals co-operation in building and maintaining relationships dominate the data in this study.

English is the second language widely spoken and written in Malaysia after the national language, Bahasa Malaysia. With the government’s initiatives of attracting more foreign investors to Malaysia, the ‘lingua franca’ in business is English and

remains the language choice of many Malaysian businesses. In the data presented in this research, it is evident that code switching to and from Bahasa Malaysia is prevalent and frequently used by interlocutors but their preference to negotiate their meetings is still English.

1.3 Statement of Research Problem

The industry that this research is based on is very niche where it is quite uncommon for new players especially vendors to enter into the market. Also, the uniqueness of this industry is that it is controlled by few, strong and profitable conglomerates in the world.

Since the ‘customer is king’, the unequal terms of power comes into play and the problem is whether this particular customer entertains humour, (im) politeness and relational talk in meetings. The setting is not only confined to customer and vendor but also among customers themselves as they hold various positions in the company. Members in powerful positions are usually known for not tolerating humour, (im) politeness and relational talk due to various reasons they themselves know.

This poses another question of the frequency of customer’s or the vendor’s initiativeness to have these linguistic strategies played in the meetings. With the regularity performance of these strategies, it will be interesting to look into whether these linguistic features are of help or obstruct the meeting flow.

1.4 Objective of the Study

The primary objective of the study is to explore ways in which customers, being the party with power maintain rapport with another party with less power; a vendor. The

findings will focus on the consistency of politeness, humour and relational talk in the discursive behaviour of participants in four different meetings.

1.5 Research Questions

Three research questions are presented to guide this research. They are:

- a) Why is relational talk initiated in meetings?
- b) What types and styles of humour are employed in these meetings?
- c) How do relational talk and humour reflect relational work in meetings?

1.6 Terms Used in the Study

Throughout this study these terms are regularly mentioned by the researcher: relational talk, relational work and humour. Relational talk is a term for “phatic communication” notably to refer to small talk. The term relational work refers to appropriate (polite) and inappropriate (impolite) interaction and behaviour. Humour in a conversation is considered fun, relies on speakers “inference- based interpretations” (Kotthoff, 2006, p. 6). It is worthwhile to note that relational talk and relational work terms are used interchangeably with small talk and (im)politeness especially when the latter terms are quoted and used by other authors.

1.7 Significance of the Study

The aim of this study is to contribute to the area of (im)politeness, humour and relational talk performed in Malaysian organisation meetings. There is a great need for more studies to be conducted in different workplace settings especially in Malaysia to analyse how natural interactions are performed similarly to the works done by Language in the Workplace Project Wellington. Companies be it government or private have to accept and realise that these researches are not detrimental to their performance. Comprehensive analyses not only contribute to the field of sociolinguistics; they will be advantageous to companies in terms of recognising management styles and interaction. From there, organisations will be able to discern and take steps to improve or maintain their working culture.

CHAPTER TWO

Literature Review

2.1 Introduction

This chapter is divided into two parts. The first part focuses on the studies of relational talk (small talk) and this is followed by studies on humour. It will then continue with relational work which may play a less significant role but is important for this study. The second part is review of works done on relational talk, humour and relational work which are conducted specifically on meetings. Finally, this chapter will end with conclusion.

2.2 Relational Talk

In any given organisation, people mix work with talk. As the structure of organisations depends on “talk- based process, talk and tasks tend to intertwine in finely tuned ways” (Boden, 1994, p.51). Maybin (1994) traces the definition of talk as “not a transparent conduit through which knowledge is passed, but an integral part of how understanding is collaboratively accomplished” (p.132). Talk serves multi-functional purposes as showed by McCarthy (2000) in his studies on interaction performed in driving lesson and a hair dresser saloon. He distinguishes four types of talk:

- a) Phatic exchanges (greetings, partings)
- b) Transactional talk (requests, enquiries, instructions)
- c) Transactional-plus-relational talk (non-obligatory task evaluations and other comments)

d) Relational talk (small talk, anecdotes, wider topics of mutual interest)

(Adapted from McCarthy, 2000, p. 104)

Of the four types of talk, only the second type focuses solely on information being exchanged and achieved whereas the other three involves relational orientation. McCarthy stresses that all four talks are equally important in provider-client encounters.

In defining small talk, Holmes (2000) divides “core business talk” at one end and “phatic communion” on the other end in a continuum. She maintains with this division, researchers will be able to identify the criteria of each talk ‘to a particular point of the continuum’ (2000, p. 35).

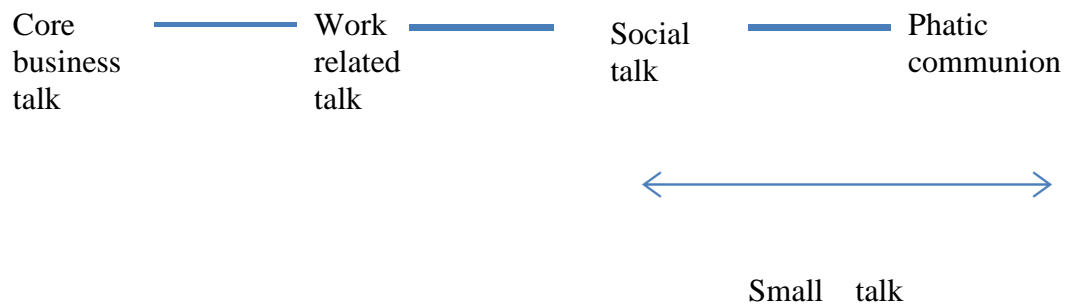


Figure 2.1: Locating small talk on the continuum (Adapted from Holmes, 2000, p. 38)

The crux of “core business talk” is that it must be relevant to the business of the organisation. The talk must be focused and highly informative, knowledge and understanding of the nature of business is a must and speakers must have “a specific business agenda” (2000, p. 37) Talk that does not qualify for “core business talk” falls under “phatic communion”.

Nonetheless, along the continuum, talk can be seen shifting from transactional talk (business talk) to non-transactional talk (relational talk) but still related to work. Holmes

claims that there are no clear boundaries between core business talk (transactional talk) and small talk (relational talk) because they are inter-related. This is supported by Candlin (2000: xvi, cited in Mullany, 2005) who writes that small talk “is centrally contingent to professional practice” and lies “between and among transactional and relational functions of talk” (2000: xv, cited in Mullany, 2005). The key problem with this explanation is that it is indeed a difficult but not impossible task to distinguish between core business talk and small talk.

For this study, the researcher will look at McCarthy’s (2000) types of talk which covers

- a) transactional-plus-relational talk (non-obligatory task evaluations and other comments) and
- b) Relational talk (small talk, anecdotes, wider topics of mutual interest)

2.2.1 Importance of Relational Talk

Relational talk (small talk) plays a vital role in workplace communication and “cannot be segregated” (Coupland, 2000, p. 6) from other parts of talks. Holmes implies that “small talk cannot be dismissed as a peripheral, marginal or minor discourse mode. Small talk is one means by which we negotiate interpersonal relationships, a crucial function of talk with significant implications for on-going and future interactions” (2000, p.34). It not only builds and maintains rapport but “how that rapport furthers or contests the instrumental and transactional goals of the institution” (Coupland, 2000, p. 6).

The positive functions of small talk typically “serve a valuable bridging function ... warms people up socially, oils the interpersonal wheels and gets talk started on a

positive note” (Holmes, 2000, p. 49) and doing collegiality. Small talk is occasionally used by superiors to “do power” by “controlling an interaction ... influencing the behaviour of others” (Holmes, 2000, p. 54) as well as closing the gap between superior and subordinates.

2.2.2 Relational Practice

Holmes then take a step further by adapting Fletcher’s term ‘relational practice’ (1999) and includes the notion of small talk under it (Holmes and Marra, 2004). They classify RP as:

- a) RP is oriented to the ‘face needs’ of others (Goffman, 1974)
- b) RP serves to advance the primary objective of the workplace.
- c) RP practices at work are regarded as dispensable, irrelevant, or peripheral (Holmes and Marra, 2004, p. 378)

Holmes and Marra concede that “small talk and social talk ... serve the function of establishing and nurturing workplace relationships” (2004, p.381) which associates small talk to RP. People use small talk to improve collegiality which leads to increase in performance and productivity in workplace (2004. P. 381). These researchers agree that to get a detailed data on relational practice is complicated due to it being “invisible, off-record, behind- the-scenes support work” (Holmes and Marra, 2004). This can be attributed to lack of consistency of method during the process of recording. The data that is provided for the analysis concentrates on meetings and the participants who are responsible to record may have failed to tape interactions outside of meetings but still within the vicinity of the workplace.

Holmes and her two colleagues heavily rely on Brown and Levinson's model in their concept of RP, especially in meeting the "face" of others, as stated "the parallels with Brown and Levinson's (1987) concepts of positive and negative face, crucial components of politeness theory, are obvious" (2004, p. 382). They suggest the term politeness to be downplayed and be replaced with relational practice in analysing workplace interaction due to the "advantage of avoiding the definitional traps, referential slipperiness, and emotional baggage of the term 'politeness'" (Holmes and Schnurr, 2005, p. 124). Nevertheless, Mullany does not see the relevance of the replacement as "it is very difficult to see how the term RP differs from using Brown and Levinson's politeness model" (2006, p. 61). She concedes that the term relational practice is to be used in favour to small talk. According to Mullany (2006) "small talk" does not sit perfectly with people in the business communication due to the negative connotations of the term "small". This view is greatly supported as organisations always project themselves as professional entities and the usage of "small talk" belittles their public's image. Therefore, for the purpose of this paper the term relational talk will be applied.

2.3 Humour

In Holmes' studies of New Zealand workplaces, she identifies several functions of humour. They are mostly to entertain, foster relationships, mitigate conflicts and defuse tensions (Holmes, 2000; Norrick and Spitz, 2008). She credits humour to job creativity in her study of effects of humour in white collar institutions (Holmes, 2007). In asymmetrical relationships, superiors employ humour to bridge the gap with their subordinates while maintaining the power and authority for "humour is one avenue for encouraging and manifesting the resilience and adaptability necessary for organizational

survival” (Holmes, 2007, p. 520). On the other hand, subordinates may take the advantage of humour to criticise their management in a less threatening way (Holmes, 2002). Therefore, the definition of humour is as stated by Mullany,

instances where participant(s) signal amusement to one another, based on the analyst’s assessment of paralinguistic, prosodic and discoursal clues. Depending on the reaction of the addressee these instances can be classified as either successful or unsuccessful. It can be a result of either intentional or unintentional behaviors from participants (Mullany, 2004, p. 21)

2.3.1 Conjoint humour

Holmes (2006) provides an in-depth analysis on the types and styles of humour. All humour is conjointed. Holmes states the pre-requisites for jointly constructed or conjoint humour “jointly constructed humour typically develops where people are familiar with each other and with each other’s interactive style” (2006, p. 33). Under conjoint humour, different types and styles of humour are elaborated as shown in the figure below.

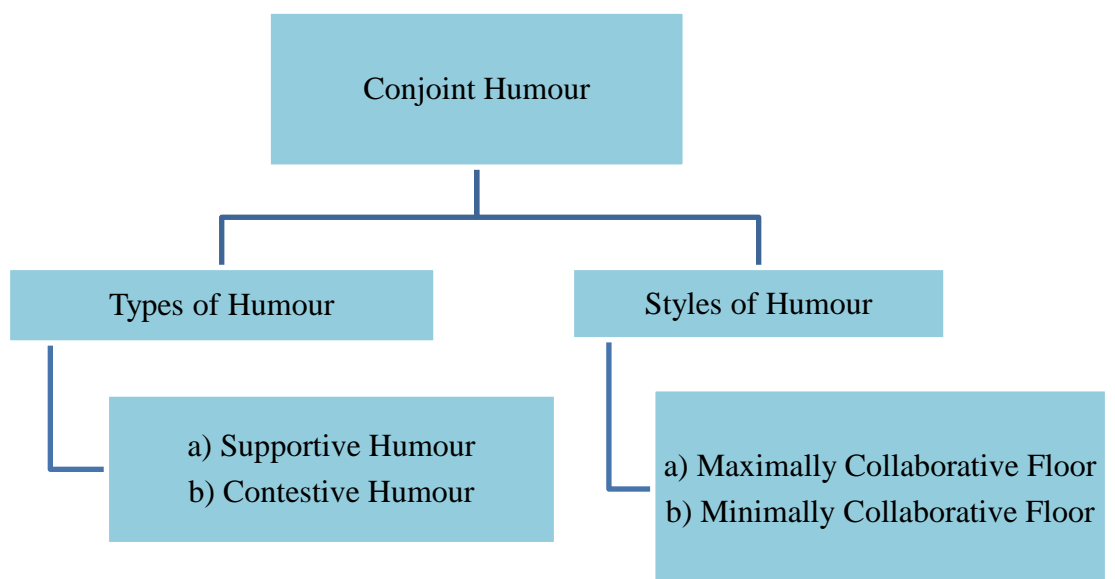


Figure 2.2: Differentiation of Humour, according to Holmes (2006, p. 33- 38)

2.3.2 Types of Humour

“Supportive” and “contestive” humour is based on the pragmatic usage or the content of conjoint humour. Participants develop “supportive conjoint humour” to “add to, elaborate, or strengthen the propositions or arguments of previous contribution (s)” (2006, p. 33) as compared to “contestive conjoint humour”. In a floor, speakers collaborate and share mutual understanding in their propositions by constructing supportive humour. Unlike “contestive conjoint humour”, speakers tend to compete and challenge each other on validity and clarification of the interaction input.

2.3.3 Discursive Style of Humour

Conjoint humour requires participants to share the same floor with the objective of having light-hearted, entertaining discussions. In maximally collaboratively constructed floor, members may adopt various strategies to maintain the flow of humour by supporting with their own contributions through “overlapping ... sensitively synchronized with participants’ echoing, mirroring, or completing each other’ turns” (2006, p. 36). Based on Holmes’ observation, minimally collaborative floor style is more often than not practised by members in the meetings due to the members’ competitive nature. Participants will interrupt the floor with “a number of one-off quips or witty one- liners” (2006, p. 38) which is common throughout the meetings.

2.4 Politeness

The central of Brown and Levinson’s Politeness Theory (1987) are the notions of face, face threatening acts and politeness strategies. According to Brown and Levinson (1987), humans project two types of “face”. “Face” is termed as “something that is

emotionally invested, and that can be lost, maintained or enhanced, and must be constantly attended to in interaction” (Brown and Levinson, 1978 cited in Mills 2000, p.75). When speaker or hearer wants their own privacy and distance from others it is termed as negative face, while positive face includes individuals’ self-image to be appreciated and liked by others.

Face-threatening acts (FTA) can threaten one’s face. Negative FTA is caused when the interlocutor’s “freedom of action and freedom from imposition” (Brown and Levinson, 1987, p. 60) are restrained. Positive FTA occurs when the speaker or hearer’s positive face is threatened.

When one’s face or faces are threatened, negative politeness strategies (such as apology and hedging) or positive politeness strategies (such as solidarity) or bald-on-record (such as warning) or off-record (being indirect) come into play (Brown and Levinson, 1987). To analyse politeness, Brown and Levinson (1987) place responsibility on the analyst’s discretion to infer speakers’ intention in their interactions. When creating this Politeness Theory, Brown and Levinson (1987) made the unrealistic claim that it is universally practised.

2.4.1 Criticism on Brown and Levinson’s Model

As discussed briefly in the previous chapter regarding Brown and Levinson’s Politeness Theory (1987) being irrelevant and inconclusive, Locher (2004, p. 90) mentions that “politeness cannot be investigated without looking in detail at the context, the speakers, the situation and the evoked norms”. Brown and Levinson’s Politeness Theory (1987) also fails to take into consideration to which that every culture and norms are different (see Upadhyay, 2003; Fukada and Asato, 2004). The study of universal politeness goes beyond researchers analysing and dictating utterances which

are deemed polite or otherwise (Mills, 2000). Depending on the relationship between the interlocutors, a polite sentence may be considered cynical or irony albeit an impolite sentence may be accepted as polite and honest. Brown and Levinson's narrow concept of negative politeness is "approach based" while positive politeness is "avoidance based" (Lim and Bowers, 1991 cited in Bargiela- Chiappani, 2003) is heavily debatable. Furthermore, the assumption of one face-work in a particular situation warrants criticism as studies have shown that interlocutors perform many face-works at any time (Wilson et al., 1991-1992 cited in Bargiela- Chiappani, 2003).

Perhaps the most valid concept of politeness comes from Watts (2003) and Locher and Watts (2005). Watts (2003) questions Brown and Levinson's emphasis on the speaker performing politeness and at the same time disregard the addressee who plays an equally important part in the conversation. He continues by adding to the severity of Face Threatening Act (FTA) depends on the power and social distance of interlocutors. In Watts' example, a person asking for cigarettes from a stranger although how "polite" his utterances are "constitutes a more serious FTA than asking a close friend" (2003, p .96). (Im) politeness does not merely reside in "language or in the individual structures of a language" (2003, p.97) but in participants' behaviour which may or may not be acceptable to the group.

In Locher and Watt's "Politeness Theory and Relational Work" (2005) they point out "Brown and Levinson's Politeness Theory is not in fact a theory or politeness, but rather a theory of facework" (2005, p.10). In order to validate his claims, Watts (1992, cited in Locher and Watts, 2005) distinguishes between "first order politeness" and "second type politeness". The former refers to individuals' perception on politeness in the particular setting while the latter refers to a top-down approach of theoretical views on politeness. Thereby, Locher and Watts suggest "relational work" to refer to "work"

individuals invest in negotiating relationship with others” (2005, p. 10) which include politeness.

2.4.2 Relational Work

Locher (2004, cited in Locher and Watts, 2005) explains that relational work encompasses the whole of verbal interaction and social behaviour, be it appropriate or inappropriate. In Locher and Watt’s framework of relational work (Figure 2.3), they show a continuum of relational work from impolite (i.e., negatively marked, non-politic/ inappropriate) to non-polite (i.e., unmarked, politic/ appropriate) to polite (i.e., positively marked, politic/ appropriate) and lastly to over-polite (i.e., negatively marked, non-politic/ inappropriate) behaviour. They claim that the majority of relational work is of unmarked nature and is invisible in daily interactions due to participants exhibit what they feel to be appropriate, “which may or may not be strategic” (2005, p. 16).

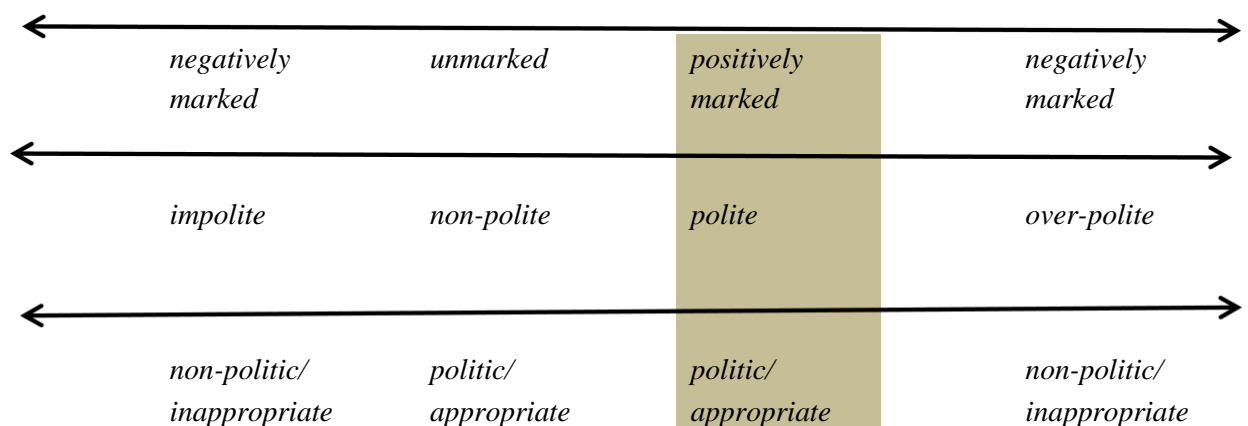


Figure 2.3: Relational work and polite version (adapted from Locher, 2004, p. 90)

In order to study politeness, the authors (2005, p. 29) stress that “the focus should be on the discursive struggle over what constitutes appropriate/ politic behaviour ... include the discursive struggle over what is deemed by individuals to be polite”. Here, they claim the interlocutors have the responsibilities to evaluate the utterances as polite or not within the frame of conversation (Locher and Watts, 2005; Mills, 2000). This study will adopt the term relational work to guide the analysis regarding politeness.

With the re-definition and re-conceptualisation of politeness from Locher (2005), Watts (2003) and Mills (2000), it is worthy to note that Brown and Levinson’s (1987) contribution of politeness should not be totally disregarded but to be complimented and enhanced by Locher (2005), Watts (2003) and Mills’ (2000) concepts.

2.5 Studies of Relational Talk in Meetings

Various researches have been conducted on meetings concerning relational talk. All agree that relational talk is useful in organisations and builds or maintains rapport. Holmes (2000) sees small talk as a necessity in New Zealand’s workplace. Her database which comprises of 251 people of different nationalities (Pakeha, Maori, Chinese, Samoan, Thai and other ethnic groups) in four government departments shows how small talk helps to transit the conversation between formal and informal, as well as to maintain relationship amongst colleagues. Holmes study is then supported in her later studies with Marra (2004) and Schnurr (2005). Mullany (2006) analyses small talk in two ethnographic business meetings in the UK. From the study, people in powerful positions perform small talk with their subordinates to minimise the power relationship distance by “doing collegiality” and maintain camaraderie. Koester (2004) looks into data from academic institutions and private sectors in Britain and the United States. She concludes that relational talk and transactional talk can be interwoven in workplace so

as to “contribute to a positive working relationship by showing affiliation and solidarity” (2004, p. 1425).

2.6 Studies of Humour in Meetings

Humour is seen as a tool to “foster collegiality” (Holmes, 2006) at work. Relationships are build and maintained using humour in the study conducted by Holmes. Schnurr and Chan (2011) examine the listeners’ responses to “teasing and self-denigrating” humour in two different business settings- Hong Kong and New Zealand. Subordinates employ different strategies, for instance laughter and playing along in response to the superior’s humour without threatening the superior’s face. To comprehend different culture, humour proves beneficial for gaining insights into one’s working culture within the organisation along with commanding mutual understanding among colleagues (Holmes and Marra, 2004). In Rogerson-Revell’s study on intercultural business meetings (2007), she finds that humour has contradicting effects. She demonstrates that humour is culturally bound, which indicates different culture has variance in relaying humour which may or may not be acceptable to another culture. Humour is depicted as negative politeness when the key players of the company (the examples given by Rogerson-Revell as being male, high ranking, and native English speakers) exercise puns and banters much to the displeasure of others who are less powerful. Besides that, humour is used as a strategy to exclude participants creating the impression of exclusivity thus leads to a wider gap of social distancing.

2.7 Conclusion

The chapter starts by relational talk and how it is inter-mingled with core business talk. There are positive functions of small talk with the main function of building and maintaining relationships. The term relational practice is introduced to offer another way of looking at small talk associated with Brown and Levinson's Politeness Theory (1987).

Humour plays a role to smoothen the interactions by being entertaining and amusing. Humour is shown to be culturally-dependent. Diverse culture has different perceptions of humour. Holmes (2006) divides humour to types and discursive styles.

Brown and Levinson's Politeness Theory (1987) receives criticism generally, for being deficient. Watts (2003), Locher and Watts (2005) and Mills (2000) present their view points on the weaknesses of the Theory; Watts (2003) and Locher and Watts (2005) propose relational work in response to the weaknesses.

The hope for this study is to provide insights on relational talk, humour and relational work into the discipline of sociolinguistics and discourse analysis.

CHAPTER THREE

Research Methodology

3.1 Introduction

This chapter explains the theoretical framework of this study (3.2), followed by the research methodology employed for data collection and data analysis (3.3). The research procedure will also be described in this section.

3.2 Theoretical Framework

This study will adopt the following frameworks: Discourse Analysis (Schiffrin, 1994), Communities of Practice (Mills, 2003), and Relational Work (Watts and Locher, 2005).

3.2.1 Discourse Analysis

Discourse is a combination study of how language ‘is used in context’ (Schiffrin, 1994, p. 40) and the patterns and approaches of language which is above the sentence or clause. In Schiffrin’s analysis of discourse, she identifies ‘discourse as utterances’ (1994, p. 39), whereby it is ‘a collection of inherently contextualized units of language use’ (1994, p. 39) in written or spoken language. The focus on both structure (analyse sentence constituents and deciding on regularities) and function (analyse aspects why people act and interpret these actions according to culture, purposes, meanings) gives a deeper breadth in discourse analysis. Schiffrin (1994) adds that there is also a ‘need to

consider both text and context' (1994, p. 42) to complement and extend the study of discourse.

Shared context in interactions is commonly understood by members of the floor and they are able to interpret what is being said and to foretell what will be said next. With the basis of background knowledge, participants will likely be able to 'discern, follow and predict the development of the thread of meaning' (Gunnarsson, 2009, p. 176). For instance, they are able to predict if the high intonation of voice links to the speaker being angry, which accounts to what will come next.

Discourse analysis adopted in this study is of 'natural' talk to understand and interpret the hidden motivations performed by individuals in the meetings. By understanding these motivations, one can begin to see social structure being enacted in the meetings which involves communication strategies such as choice of words, intonation and much more. Discourse analysis, thus, aids this study with the aim to deconstruct the participants' discursive behaviour when they perform small talk, humour and politeness.

3.2.2 Relational Work

Using the framework of relational work expanded by Locher and Watts (2005) in which they explained the continuum from over-polite to impolite behaviour, this study looks into what Locher and Watts (2005) claim are normally practiced in interactions; the politic or unmarked behaviour.

Mills (2003) ‘reconceptualise(s) politeness’ (Mullany, 2006, p. 58) as:

(...) politeness cannot be understood simply as a property of utterances, or even as a set of choices made solely by individuals, but rather as set of practices or strategies which communities of practice develop, affirm and contest and which individuals within these communities of practice engage with in order to come to an assessment of their own and others’ behaviour and position in the group (Mills, 2003 cited in Mullany, 2006).

According to Mills (2003), politeness is valued and judged by the community itself and not by the imposition of certain individuals. Thus, this study aims to explore how participants’ behaviour in the meetings reflects the politeness norms in that particular CofP. In order to do so, humour and small talk are focused to portray the appropriateness of usage in the CofP.

3.2.3 Community of Practice

Community of Practice (CofP) is defined as:

An aggregate of people who come together around mutual engagement in an endeavour. Ways of doing things, ways of talking, beliefs, values, power relations – in short, practices – emerge in the course of this mutual endeavour. As a social construct, a CofP is different from the traditional community, primarily because it is defined simultaneously by its membership and by the practice in which that membership engages (Eckert and McConnell-Ginet, 1998 cited in Mills, 2002).

Members in CofP share common aspects of behaviour and practices which relates them to the group they belong. Each community has specific linguistic proprieties, for example ‘language structure, discourse, and interaction patterns’ (Holmes and Meyerhoff, 1999, p. 175) that differs them from other communities, which results to the communities unique and impossible to replicate.

There are three specifications to identify CofP. They are:

- a) Mutual engagement.
- b) A joint negotiated enterprise.
- c) A shared repertoire of negotiable resources accumulated over time.

(Wenger, 1998 cited in Holmes and Meyerhoff, 1999)

The basic and fundamental of CofP is mutual engagement which involves regular interaction among members. As they are members within a particular unit in the organisation, they understand their roles and responsibilities by being 'engaged in an ongoing process of negotiating and building their contributions toward the larger enterprise' (Holmes and Meyerhoff, 1999, p. 175). Over time, members share common linguistic repertoires and gestures that are part of the community.

In this particular study, generally the participants have known each other for approximately a year or more. They constantly meet up with each other over face-to-face meetings which are held almost once monthly. In addition to that, emails and phone conversations are common means of communication. These settings fit into Holmes and Meyerhoff's (1999) definition and concept of CofP stated above.

3.3 Methodology

The data for this study was gathered from a total of six sessions of formal, face-to-face, meetings. The data collected were real time data over the span of four days. These meetings were time, space and 'interactionally bounded' (Boden, 1994, p. 87). In the data collected, individuals were expected to be punctual because they run on tight schedules. Interruptions such as phone ringing were considered 'invasions of meeting space' (Boden, 1994, p. 87). The content and the flow of the meetings recorded were

strict and participants were expected to abide by it. In this study, there are evidences that the information is ‘introduced, discussed, updated, (and) corrected’ (Boden, 1994, p. 86).

3.3.1 Setting

The meetings were held in a multi-national company, Sims, based in Kuala Lumpur. Sims is the company’s headquarters, while Unimels is its subsidiary in Indonesia. The meetings were attended by the company’s representatives (Sims and Unimels) who act as the customer encountering the vendor. The data concentrates on one particular discourse setting, information sharing meetings.

3.3.2 Participants

The table below shows the distribution of participants according to roles and companies.

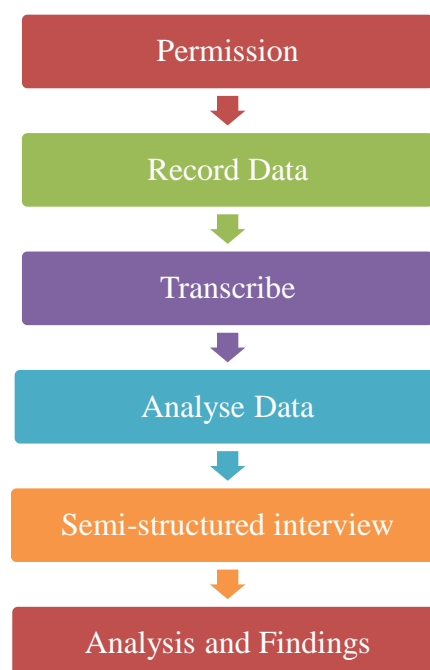
Table 3.1: List of participants, roles and companies

Participants	Roles	Company
Roz	Assistant Vice-President	HQ- Sims
Maz	Senior Manager	HQ- Sims
Zak	Manager	Subsidiary- Unimels
Bib	Executive	Subsidiary- Unimels
Dolah	Executive	Subsidiary- Unimels
Johari	Executive	Subsidiary- Unimels
Ace	Executive	HQ- Sims

Noel	Manager	Vendor
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3.3.3 Data Collection

Table 3.2: Research procedure



Written permission to record the meetings and to explain the purpose of the study was obtained by the approval of those involved in the meetings. Following that, the chairperson and key person for all the meetings, Noel, assisted in the recordings. He was briefed beforehand by the researcher on ways to record, for example to place the tape recorder as far as possible from electronic devices like the mobile phones. Other members of the meetings were aware of the existence of the tape recorder and were at ease with it. They did not feel intruded nor did they try to put on their ‘best’ self. This is

evidenced by the flow of the meetings where everyone speaks their minds and code-switching is observed. The tape recorder used was a digital type Panasonic RR-US750.

The data was then transcribed using Jefferson's (2004) transcription conventions. The transcription used is broad as the researcher is only interested in the context of the interactions. An example is shown below:

- Noel: = So this one to let you know [the small enhancements lah]
Maz: [Tapi ini bukan kontrak] you kan? (*But is this not your contract right?*) Kontrak [you lain ↑kan?] (*Your contract is different right?*)
Roz: [Ini bukan ker] (*This is not*) to (*sensitive information removed*) =

The transcription conventions are in Appendix 1:

- [...] Overlapping
= Latching
↑ Rising pitch
word Emphasis

Ethnographic observations such as the researcher's direct presence to observe the meetings were not possible as the meetings were private. Not all of the meetings recorded are used in this study because some of the recordings were unclear and corrupted. Out of the six sessions, only four were used. A semi-structured interview to have a clearer understanding of the meetings for instance clarify doubts, enquire on the culture and proceedings of the meetings in addition to understand both the vendor and the customer's companies was only possible with one participant, the chairperson. The other participants failed to see the importance of the interview and did not respond to any emails from the researcher. They cited their personal decisions not to be interviewed therefore their failure to respond. Together with the leader of the meetings, the researcher was able to identify information which is deemed highly sensitive and

several modifications were made on the terminology used. There was an approximately three to four months of waiting approval of transcripts from members of the meetings before the final ones could be used for the study. There was no tampering in the recordings.

The data is analysed by looking at instances of relational talk, relational work and humour in the meetings. The findings are based on three frameworks. In the framework of Discourse Analysis (Schiffrin, 1994) interruptions and overlaps are taken into consideration to study relational work, relational talk and humour which is supported by CofP (Mills, 2003) and Relational Work (Watts and Locher, 2005) frameworks for that particular community.

3.4 Conclusion

This chapter discussed on the three theoretical framework that are used for this study, Discourse Analysis (Schiffrin, 1994), Communities of Practice (Mills, 2003) and Relational Work (Watts and Locher, 2005). The research methodology was also explained. With this background, the meetings analysed in this study give an overall view of small talk and humour as a form of linguistic politeness in a specific CofP.

CHAPTER FOUR

Analysis and Findings

4.1 Introduction

This study aims to study the usage of humour, relational talk and relational work in corporate meetings. This chapter starts with the analysis of the data and followed by the findings.

4.2 Analysis

Relational talk and humour are analysed to answer the research questions posed in Chapter One. The data is transcribed using the Jefferson (2004) transcription, whereas the theoretical frameworks of Discourse Analysis (Schiffrin, 1994), Community of Practice (Mills, 2003) and Relational Work (Watts and Locher, 2005) are used to explore relational talk and humour employed in the meetings.

4.2.1 Relational Talk

Relational talk is also regarded as ‘small talk’. The choice of choosing relational talk over small talk is because of the negative implication associated with ‘small talk’ by business communities (Mullany, 2006). The functions of relational talk are mainly positive such as to build and maintain relationships among speakers whilst superiors use relational talk to minimise power gaps with their subordinates. Below are 10 instances of relational talk in this particular Community of Practice (CofP) where the participants share common aspects as in this case, they are colleagues in a company who are

attached to similar projects. They are aware of their roles and responsibilities in the projects and to the company. These instances show reinforcements and maintenance of relationships, softening directives as well as limiting power gaps between superiors and subordinates.

The following 10 examples are between Roz (the Assistant Vice President of the headquarters), Maz (Senior Manager), Noel (Chairperson and vendor), Zak (Manager of subsidiary company, Unimels), Bib (Executive of Unimels), Dolah (Executive of Unimels) and Johari (Executive of Unimels).

Example 1 (Refer to Appendix C)

Context: Roz explains on her boss' actions on some projects.

- 109 Roz: [Change address]change [telephone number
 110 Noel: [Change name change telephone number
 111 whatever =
 112 Roz: = **And this one also monthly boss will sign off also. He'll have a view**
 113 **with the customer and all those: what's happening also =**
 114 Noel: = **Yeah =**
 115 Roz: = **So this two new things lah that you've done for:: CT yeah for to**
 116 **make ah audit requirement. But I think it's good also: for boss to see**
 117 **the you know he doesn't see everything what we do but from there he**
 118 **can know what we've done =**
 119 Noel: = Yeah =
 120 Zak: = High level =
 121 Roz: = Yeah high level=
 122 Noel: Okay so this one is the one we touch regarding the SOD that's segregation
 123 of duties. So ah we: ah I understand from Daud that you've already have
 124 the segregation of duties here as well but uhm it's not as detailed as the
 125 [one that CT
 126 Maz: [They have the one the matrix and:

In this example, Roz, who is the Assistant Vice President of the company, informs the group on her boss' working attitude. She explains that her boss has agreed on the project and he is very keen to know the progress of it (line 112). Her explanation serves to remind the members of the meeting that her boss is meticulous and they need to be on

their toes. By making reference to her boss, she appears to be quite apprehensive and wants the work to be delivered up to his expectations (lines 115 and 118). She addresses Noel to ensure that the items are acceptable for audit requirements (lines 115 and 116). Noel and Zak in lines 119 and 120 agree with Roz by supporting her statement with the term ‘high level’. In this CofP, Roz uses linguistic strategies such as indirect style (lines 115 to 118) and pauses (lines 115 to 116) which are appropriate, not condescending and to garner co-operation among members. During an interview with the chairperson, the researcher was informed that it is a norm in that particular workplace that bosses approaches their members ‘softly’ such as being indirect like Roz. These strategies are practised so that superiors will obtain their members’ agreement effortlessly.

Example 2 (Refer to Appendix C)

Context: Johari, Noel, Roz and Maz discuss the details of price differences.

- 712 Noel: Yeah [you choose
 713 Johari: [We choose the best price for us to use =
 714 Noel: [Once we select
 715 Roz: [Compare the highest kan? =
 716 Johari: = Compare the highest .But it’s not necessary Ashtra today [tomorrow not
 717 Ashtra
 718 Noel: [Yeah
 719 tomorrow might be different. But [definitely we have to -
 720 Roz: [Very complex your comparison. Very
 721 complex [the -
 722 Maz: [Banyak kerja lah (*Too much work*) =
 723 Roz: = [Banyak kerja (*Too much work*)
 724 Maz: = [Sebab different, different every day different (*Because it’s different*)
 725 Noel: = [Yeah. That’s why when we do master list we can have more to add =
 726 Maz: = So we look at contract level lah. The contract can be different, different.
 727 Aiyoh =
 728 Johari: = For Timor we use Ashtra Utara
 729 Maz: Sehari berapa kontrak ya? (*How many contracts in a day?*) =
 730 Roz: = Average? Thirty?
 731 Johari: Average ten.
 732 Maz: ↑ Oh, banyak daripada CT (*more than CT*) =
 733 Zak: = Ya↑lah you jual beratus tan, kita jual beribu tan, ok? (*Of course. You sell by hundreds of tonnes, we sell by thousands of tonnes, okay?*) =
 734 Maz: = Yalah got it, got it. ((laughs)) Sekali dengar tiga ribu, lima ribu (*We hear 3 thousand 5 thousand at one time*) =
 735 Roz: = But I want to know the CT, because CT you ↑know got problem with

736 BB=
 737 Noel: = Yeah I know =
 738 Maz: = That's BB lah =
 739 Roz: = Ah with delayed number in BB can we have excel uploaded also? =
 740 Maz: = Ah? =
 741 Noel: = No no this is for CT only ((laughs))
 742 Roz: For CT only? Combination? I dunno. I'm just throwing: =

The discussion starts briefly with workplace talk on the subsidiary's management choice of price for different regions of a country (lines 713 to 717). It then continues with relational talk with Maz showing her curiosity, asking on the contracts Unimels, a subsidiary company produces (line 729). Zak comments on the comparison between the headquarters and the subsidiary (line 733) 'of course, you sell by hundreds of tonnes, we sell by thousands of tonnes, okay?' Being proud of his company's achievements, Zak is subtly challenging the headquarters under-rated performance by being politic and appropriate in this particular CofP. Maz, from the headquarters, downplays the achievements by complimenting (line 734) as if trying to save face. The example above illustrates the progression of workplace talk from task-based talk to relational talk (small talk) and then back to the task as seen in line 735 when Roz brings up the topic of the problem that CT, a department in the headquarters, is facing. The regular overlaps performed in this particular conversation illustrate that the members of the floor especially Roz, Maz and Zak tactfully challenge each other by contributing their ideas. Roz and Maz who represent the headquarters are of the same opinion that the way Unimels handles the price comparison are cumbersome (lines 720 to 724) compared to the headquarters.

Example 3 (Refer to Appendix C)

Context: Discussion on data extraction from a particular system.

990 Johari: Should be contract. Because barge can be used for any contract. We also
 991 can re-enter again =

992 Noel: = Yeah and you can have a lot of info which you don't want to see.=
 993 Roz: = Even as you say, we should have month first. Katakan you want to see
 994 Jan to June (*Let's say you want to see Jan to June*) =
 995 Noel: = Ah the details we can go later. But [definitely
 996 Maz: [This is going by shipment kan? =
 997 Roz: = Yeah but Jan to June punya you lump semua. I want to have a
 998 breakdown, Jan to June berapa? March berapa? (*You lump everything from
 Jan to June. I want to have a breakdown. How much is it from Jan to
 June? How about March?*)=
 999 Noel: = A breakdown lah. We can discuss the details how what's the best way
 1000 you want to show =
 1001 Roz: = And you can extract whatever data from the fulfilment. Not from the
 1002 ocean voyage =
 1003 Noel: = Yeap yeap.
 1004 Roz: **Maybe you should ask for report. Our mistake Shar last time last time**
 1005 **we didn't ask for report. Nak mintak report lupa until ↑towards the**
 1006 **end. Betul? (*Forgotten to ask for report until the very end. Right?*)**
 1007 **Every↑thing anything you want the function ↓kan you think what you**
 1008 **want from the function. Seriously. Think it together- gether. (*Let's***
***think of this together*) =**

Roz expands on Noel's idea in line 993 and then in line 997 to 998 on how a particular system will help in extraction of data. Roz continues by explaining and agreeing with Noel on other possibilities of data extraction from a system (lines 1001 to 1002). She continues with relational talk on her past experience (lines 1004 to 1008) and concludes with an advice to her colleagues. Here, Roz is seen to to minimise social distance and at the same time to display power between her and her subordinates by directing her subordinates with the method of recommendation 'think it together- gether'. Roz draws on specific styles of interaction in this respective CofP which is expected of her by her subordinates.

Example 4 (Refer to Appendix D)

Context: Topic touches on the main issue of sales accounts.

517 Noel: Because we already assume_it's a done deal already. You have the invoice
 518 amount already. We generate the invoice amount, so that amount here will
 519 automatically send to SP already. So, it's already helping you to [interface-
 520 Roz: [So [with
 521 this we don't -

522 Maz: [Kita
523 tak ader issue nak posting ke account mana? Sekejap [sini pakai account-
(Do we have issue to post in which account? For a while it will be this account -)

524 Noel: [The issue
525 is that this account is different from the sales account [-

526 Roz: [Ah: okay ↑okay. So
527 this help Jo not to do manually lah, okay might as well[you use it ↑lah

528 Maz: [Because the data is
529 there, you just post jer:

530 Noel: So once it's done [in the-

531 Roz: **[Dulu: tak ader dalam system ni. Ini baru. This [is new (Previously there is none in the system. This is new. This is new)**

532 Zak: **[Kenapa**
533 **Jo [yang- (Why is Jo -)**

534 Roz: **[Josephine Josephine Josephine**

535 Maz: **[Josephine. Josephine: Josephine:**
536 Zak: **Oh:: dalam finance (In finance)**

537 Noel: Okay. This one must have. So the next one we go [through the reports
538 Zak: [I think we went
539 through before right?

Noel is interrupted twice by Roz and Maz (lines 520 to 522, 526 to 528 and 531).

These two ladies are eager more often than not to contribute their ideas which are common in this CofP. In all of the meetings recorded, Roz and Maz often interrupt their colleagues due to their superiority and working experience. It is acceptable among the members in that particular CofP that they behave in this manner. In line 531, Roz disrupts Noel by doing relational talk with another overlap by Zak (line 532). Roz and Maz then explain simultaneously to clarify Zak's doubt to which he later understood (line 536).

Example 5 (Refer to Appendix D)

Context: Towards the end of the meeting, the group is discussing on lunch and remainder of slides left.

871 Johari: [We discuss together based on the basis
872 Maz: [Yeah with enhancement lah =
873 Noel: = Oh okay (0.5)
874 Zak: **Break dulu. Makan siang (Let's have a break. Lunch time) =**

875 Roz: = Jom jom: lapar dah. Wah: ↑dah satu dua puluh dah (*Let's go. Hungry. It is one twenty already*) =

876 Maz: = Har? =

877 Noel: = Okay we take a break =

878 Zak: = Okay, banyak lagi ↓ker?

879 Noel: = We take a break. Ah:: we got twen: ty three more slides =

880 Zak: =Twenty three!

881 Noel: Twenty three. We covered sixty already. So:

882 Johari: Sixty is below twenty three =

883 Zak: = My goodness! Twenty three slides!

884 Noel: No just now we covered sixty already.Yeah we're quite good already =

885 Johari: = Sixty? =

886 Noel: =~~Six~~ ty. Six. Zero. We covered [sixty slides

887 Zak: [Then this is for the whole day right?

888 Anything else after that? That's all? =

889 Noel: = Ah:: that's all. Next day is more for SOP =

890 Zak: = Ok lah: hopefully we can finish earlier today.

891 Maz: = We cannot finish in a day: Ban↑yak (*A lot*)

892 Zak: Aiyah we got a lot of things to do lah: Come on.

893 Maz: Itu↑lah:: I dah cakap kan.(*That's why. I did inform right?*)

894 Zak: Okay. Let's go. Makan. (*Let's eat*)

Zak breaks into a cheery mood when the room has fallen silent with an intermission of 5 seconds between lines 873 and 874. He declares it is lunch time (line 874) with Roz giving support to Zak 'it is one twenty already'. Here, a small banter among Johari, Zak and Noel is shown when Zak asks how many more slides before the day's meeting ends and then expresses his surprise 'my goodness! Twenty three slides!' He also expresses hope that the meeting will end earlier than usual because he has a lot of work to be done (lines 890 to 892). The relational talk among the three participants is seen as maintaining interpersonal relations and perceived as appropriate.

Example 6 (Refer to Appendix E)

Context: Roz asks Bib on lunch.

58 Zak: Un-invoice means it's still in progress that I'm expecting the money from
59 this contract.
(1.5)

60 Roz: **Bib, tadi tak join kita untuk makan** (*Bib you did not join us for a meal*)

61 Bib: **Ah: awal dah [makan** (*I ate early*)

62 Roz: [↑Ya?

63 Bib: **Dah baru makan** (*Just finished eating*)
 64 Roz: **Oh: kay =**
 65 Noel: = Okay. We'll explore on the un-invoice quantity. (1.5) okay, the next one
 56 is actually regarding the outstanding fair value report. This one is also the
 57 requirements of (*details edited*) team to show the list of all the
 68 outstanding contract actually in foreign currencies (*details edited*)

Roz initiates relational talk with Bib to break the silence after Zak has finished talking (lines 58 to 59). Roz realises that Bib did not join the group for lunch, somehow expressing concern to someone of lower power status. As a superior, Roz begins the topic (line 60) to minimise the gap of power relations between her and Bib.

Example 7 (Refer to Appendix E)

Context: The group reviews contract confirmation.

743 Zak: I thought lepas posted:: terus confirm (*I thought once posted it will be confirmed immediately*)=
 744 Noel: = Not always =
 745 Zak: =[Why?
 746 Roz: **[Just the click of a button. Malas. Malas nak buat** (*Lazy. Lazy to do*)=
 747 Dolah: = **The buyers kan kerja sampai pukul lima. Mestilah nak balik**
 748 **((laughs)) Esok kerja tu buat esok** (*The buyers work until five. Of course they want to go home. Tomorrow's work will be done tomorrow*)=
 749 Zak: = **You mean kerja tak buat habis lah** (*You mean the work is unfinished*)
 750 Dolah: **Ah: yer =**
 751 Maz: = **Sampai ↑lu↓pa. Dia lupa** (*Until they forget. He forgets*) =
 752 Roz: = Ah: so with this, KR get the email and the morning dia pun dapat. So
 753 nanti dia confirm (*So when KR gets the email and in the morning he too gets it. He will then confirm*)=
 754 Maz: = **Yang best part, cuma call 'Helo I dah tunggu lori ni. Mana kontrak I?'** Tak ↓confirm (*The best part is just to call 'Helo I am waiting for the lorry. Where is my contract' Not confirm*)=
 755
 756 Roz: = Ah: dia takder lah system trigger (*He does not have a trigger system*)=
 757 Zak: = Kita takder macam ni lah. Takder (*We are nothing like that. Nothing*)=
 758 Roz: = I think you just have it lah =
 759 Noel: = You can turn it off. But in the future when you see that 'hey ↑I need this function to help me to do' instead of me emailing 'hey have you closed the contract? This is the contract you haven't confirm' =
 760
 761
 762 Roz: = Ah:: it's there =
 763 Noel: Every day you've to do that. Instead the system will [help you
 764 Maz: **[Dulu I selalu ↑call**

At line 747, Dolah latches on Roz’s reply by providing his evaluation on the buyers. He is seen as conversing in task-related context but he is engaging in a gossip about the buyers’ working ethics. Maz is also shown to contribute to the gossip (lines 751 and 754 to 755) as to support Dolah’s view. To turn the social talk to business talk in line 759 to 761, Noel explains on the benefits of email trigger notification. However, that does not deter Maz as she continues with her gossip from lines 764 to 765. In this perspective, Maz is seen to be oblivious, perhaps she wants to stress her point on her frustration with the buyer.

Example 8 (Refer to Appendix E)

Context: Noel and Maz present benefits of installing email alerts.

- 766 Roz: ↑Ah: ↓ah: traders tu yesterday, I make sure my people already ask them to
767 key in kalau mereka ↓tak confirm. (*I make sure my people ask the them to key the details in if they are not confirmed*)
- 768 Zak: Yang con↑firm orang lain [ataupun segregate it (*Other party confirms it or is it segregated*)
- 769 Roz: [Siapa support system? (*Who supports the system?*) No, the one.
- 770 Zak: **The same orang yang buat? (*The same person who does it?*)=**
771 Roz: **= The same orang yang buat tu: (*The same person who does it is*)=**
772 Zak: **= Oh, I thought you segregate it =**
773 Roz: **= Tak [tak (*No no*)**
- 774 Maz: [Sepatutntya:: Traders yang [patut
buat (*Actually. Traders are suppose to do*)
- 775 Zak: [Tak segregate pun boleh miss one
776 step lagi yer? ((laughs)) Kalau you ader kita follow lah ((laughs)) (*As it is not segregated a step can also be missing. If you have we will follow it.*)
- 777 Roz: I think it’s good. Dah ader kan? (*It is there right?*) It’s there =
778 Noel: = Okay. This is one of the things. This is dispatch actually. When dispatch
779 is beyond tolerance, meaning that is when your mills actually beyond the
780 tolerance level. So alerts will be sent out actually =

Roz changes Maz's topic from Example 7 with her comments on how she manages the traders by making sure they conform to her methods of working (lines 766 to 767). In this CofP, she and Zak appear to have a shared code where they understand it between themselves when they implied 'the same person' (lines 770 and 771) who supports the system. In lines 772 to 776, Zak, Maz and Roz start relational talk by sharing their ideas on what supposedly to be done. Zak adds with sarcastic remarks on the inefficiency of a core person in the headquarters (lines 775 to 776). Noel then steers the relational talk away to open and discuss a new and serious point on matters concerning the mills which reach above the tolerance level set by the company's standard from line 778 onwards. Noel begins with 'okay' in his sentence to restrain the relational talk from continuing as well as to pull the group's attention back to the topic he wants to introduce.

Example 9 (Refer to Appendix E)

Context: Maz briefs on the process of system shut down.

- 874 Roz: So again alerts ni, (*For these alerts*) let's think about the option when the
875 system stabilise you know. We think any alert efficient: think about it. We
876 are still here tomorrow or anytime also =
- 877 Noel: = So tomorrow I'll go through the FP as well lah =
- 878 Zak: = Tomorrow is early early early session only yeah? Afternoon? =
- 879 Maz: = Er: morning session I've for the sequel. By right dah ba::gi ah:: email
880 communicate dah to the users (*By right I have sent the email to*
881 *communicate to the users*). We going to shut down tomorrow all those
882 things. You follow tak? (*Do you follow me?*)
- 883 Zak: **Tak↓der (None) =**
- 884 Maz: = **Ai: ↓yoh:**
- 885 Zak: **Sorry lah. You going to assist me lah what should be done =**
- 886 Roz: = Send in the email la, apa yang you suppose to email? (*Send in the email*
then, what are you suppose to email?) =
- 887 Maz: = I already send =
- 888 Noel: = It's just to make sure that everyone oh that five thirty, everyone log out
889 then who should be the person to check everyone. Okay to generate
890 reports, because we need to generate all the reports out so that actually
891 when it goes live right, we'll be using [those report to compare to make
892 sure -

At line 883, Zak is shown to be pulling Maz's legs when he replies that he does not follow Maz's instructions (lines 879 to 882), to which Maz exclaims 'aiyoh'. By her tone of voice, Maz does not seem to be bothered as she knows that Zak is teasing her. On the other hand, Zak demonstrates how he uses politic (appropriate) linguistic style to demand for help from Maz on certain business matters. In this example, Roz exerts her power as the team's leader to demand her orders be executed by Maz in line 886. The impression of camaraderie is portrayed between Maz and Noel when asked on the contents of the email by Roz (lines 888 to 892). Noel's explanation from lines 888 to 892 helps to elaborate Maz's duty of sending the email out, at the same time clarify to the group on the contents and importance of the email.

Example 10 (Refer to Appendix C)

Context: Roz points a problem out.

- 739 Roz: Ah with delayed number in BB can we have excel uploaded also? =
 740 Maz: = Ah? =
 741 Noel: = No no this is for CT only ((laughs))
 742 Roz: For CT only? Combination? I dunno. I'm just throwing: =
 743 Noel: = It's it's possible, it's possible =
 744 Roz: = **Because: Ana keep on writing that FB price manually. Almost.**
 ↑**Leceh (Troublesome)** =
 745 Maz: = **Boleh. Siapa pun boleh. (It's possible. Anyone can do)** Like ↓**I don't**
 746 **have time with you anymore. My time is with MS ((laughs))**
 747 Roz: ((laughs))

Roz expresses confusion over uploading of Excel which is only used in the CT department (line 742). She continues with her understanding of Ana's situation in line 744, showing concern for her staff. The relationship between Roz and Maz is quite close, considering the joke they share (line 745 to 746) between them. Maz's remarks 'I don't have time with you anymore' denotes that they spend a lot of time together. Roz and Maz in this CofP show how relational talk is embedded into humour and can be used to exclude other members while remaining appropriate.

4.2.2 Humour

Humour is often equated as being light and funny conversations where participants enjoy being part of the topic. Holmes (2006) consciously divides humour into types and styles of humour. Under styles of humour, there is the maximally and minimally collaborative humour. On the other hand, the pragmatic use or types of humour are divided into supportive and contestive humour. The explanation for these variants of humour is explored in Chapter Two (2.3.2 and 2.3.3). The 10 illustrations below categorises styles and types of humour from the meetings.

The following 10 examples are between Roz (the Assistant Vice President of the headquarters), Maz (Senior Manager), Noel (Chairperson and vendor), Zak (Manager of subsidiary company, Unimels), Bib (Executive of Unimels), Dolah (Executive of Unimels) and Johari (Executive of Unimels).

4.2.2 (a) Types of Humour: Supportive Humour

Example 11 (Refer to Appendix E)

Context: Discussion on transport management.

- 231 Noel: Because changing of transport is quite big and it also impacts SW as well.
232 Yeah impacts SW also.
233 Dolah: **We don't want, don't want to control so many things lah. ((laughs))**
234 Noel **((laugh))**
Maz
235 Zak: **We already small ↑set up ((laughs)) kalau nak control transport ↓juga**
236 **no point having LND ya? Log and Distribution department =**
237 Roz: = Log tu report kat siaper? Nama? *(Log reports to whom? Name?)=*
238 Zak: = GM tu Jee *(GM is Jee)* =
239 Roz: = And GM reports to who? =
240 Zak: = Hasham. Hasham reports to CEO.
241 Roz: Oh: direct so. Oh, okay okay.

In this example, Dolah's serious utterance is taken lightly when he laughs. He is appropriately informing the members of the meeting that he does not want his department 'to control so many things' (line 233). This prompts laughter from Noel and Maz. Zak supports Dolah's point and elaborates the proposition in lines 235 to 236. The humour performed by Zak can be analysed that he is protecting his department from being overburdened but he is relaying the message in an appropriate and politic style.

Example 12 (Refer to Appendix E)

Context: Noel briefs on the functions of email alert.

- 493 Noel: It's just a [functionality. It gives you more flexibility.
 494 Roz: [Ah it's there if you want the alert kan. It's important for you to
 495 know and do something =
 496 Maz: I think for all the alerts [because
 497 Noel: [This email alert you wouldn't be updating it
 498 every day. You only update [once actually] Once you change.
 499 Roz: [Yeah yeah. Once only]
 500 Zak: **When a DO alert too much, worry already ((all laughs))**
 501 Noel: **That's the thing I don't think you can remove your name from the DO**
 502 **and see whether DO will alert you anymore ((laughs)). So this gives**
 503 **you control lah. It's [easier and:**
 504 Roz: [Flexibility.

Zak strikes the chord among his colleagues when he states 'when a DO alert too much, worry already'. His point is picked up by Noel in a way of teasing (lines 501 to 503) before Noel changes the topic to business talk by starting with 'So'. The comment by Noel is meant as solidarity with Zak as he understands what Zak is going through.

4.2.2 (b) Types of Humour: Contestive Humour

Example 13 (Refer to Appendix C)

Context: Noel explains the system's inadequacy to Roz.

- 926 Maz: Kalau kita tersalah [type ker tu atau (*If we mistakenly type that or*)
927 Roz: [If let's say we type that one and print, it won't
928 update =
929 Noel: = **Oh no, no ,no. They can't. ((laughs)) System not so smart**
930 Roz: **((laughs)) That means we don't know the final one ↓lah.**

Noel utters 'no' repeatedly to Roz's remarks (lines 927 to 928) and breaks into laughter by telling her the system is not as smart as she thinks it is (line 929). Roz joins in the laughter by using the inclusive pronoun of 'we' to assert her point that the whole company will not be able to receive the final updates. The short burst of laughter by Roz (line 930) can be analysed as part of mockery because the system provided by the vendor does not live up to her expectations.

Example 14 (Refer to Appendix D)

Context: Reviewing certain applications in software.

- 580 Zak: The delivery: they taking from the loads coming in =
581 Dolah: =But for [this -
582 Roz: [Apa benda, (*What is this*) I've not seen that in CT lah: =
583 Noel: = It's there lah =
584 Maz: = **It's there lah. Click lah: click tengok**
585 Roz: **((laughs))**

Here, Maz and Noel are responding to Roz's remarks (line 582) that the specific application is used in CT department. Maz challenges Roz (line 584). Roz, in turn, reacts by laughing as a way of protecting her embarrassment.

Example 15 (Refer to Appendix F)

Context: Noel explains to Zak on the importance of sending reports for verification.

- 84 Maz: Or what I can do is ask Lee to go into the system and verify lah =
85 Noel: = Yeah, that's what I say. But for him to do the verification he needs Pak
86 Zak to send the reports lah =
87 Zak: = Yeah, that's why. Won't take long 'cause we did the verification before
88 this when Lee was here.
89 Noel: Oh it won't be long, I think =
90 Zak: = Erm: that's why =
91 Noel: = It only takes few minutes. I mean, Pak Zak we put a lot of buffer in the
92 sense that if there's something wrong lah, just in case =
93 Roz: = Berapa report sebenarnya? (*How many reports actually?*)=
94 Maz: = Report tak ban↓yak (*Not many reports*)=
95 Zak: = Tak banyak (*Not many*)=
96 Roz: = **Then okay. Dia pun very sharp eyes. Cepat dia buat. (*Then it is okay. He has sharp eyes. He does things fast*)**
97 Zak: **I take it as compliment yeah? ((all laugh))**

Humour can be disguised in an ironical manner as performed by Zak in line 97. In lines 91 to 92, Noel is trying to appease Zak to co-operate by sending the documents again, stating 'it only take a few minutes' and continues with the explanation. Roz compliments Zak's working conduct and at the same time indirectly pressuring him to deliver his work to Noel (line 96). As a leader, Roz manages her subordinate, Zak in a tactful way maybe because she does not want him to lose face to his own subordinates who are also present in the meeting room.

4.2.3 (a) Styles of Humour: Maximally Collaborative Humour

Example 16 (Refer to Appendix C)

Context: Noel discusses the pricing's master list.

- 687 Johari: If you can do that, we can choose lah either one =
688 Noel: = Because if it's just two, we can choose lah either one. Is like a master list
689 where you can add. Which is happening to the actual price so that master list

690 you add itself right instead of just putting one region Sumatra. You can put
691 KKS (place name) Ashtra (place name). When you choose right, you have
692 the option to choose two different in one region right two different
693 possibility Ashtra or KP and next time maybe KKS.
694 Johari: KKB
695 Noel: = **KKB. Sorry ((laughs))**

696 Johari: **KKS ((laughs))**
697 Roz: **Har kenapa? =**
698 Maz: **= KKS. Kementerian Kelapa Sawit (*Ministry of Palm Oil*) ((laughs))**
699 Roz: **((laughs)) Kenapa KKS ni? (*Why ministry of palm oil?*)**
700 Zak: **((laughs))**
701 Maz: **((laughs))**
702 Noel: In the future you can add another one which is I'm making sure [the system
703 is -

When Johari corrects Noel's terminology from KKS to KKB, Noel apologises and laughs (line 695). His laughter elicits humour from others and Maz makes a comment by coining the term 'Kementerian Kelapa Sawit' for KKS which encourages more laughter from the floor. This illustrates that being in the same CofP, the members' share the same linguistic code, which others from different industry might not be able to share.

Example 17 (Refer to Appendix D)

Context: The group discusses on the company's training.

333 Noel: Okay so for the training one we [actually have -
334 Roz: [Why you have that ↑picture ah? You
335 should have palm oil picture lah:
336 Maz: **No:: look like ↑cherry lah ((laughs))**
337 Roz: **Cherry: We pick up cherry. Is it [coffee?**
338 Zak: [Cherry coffee
339 Roz: **Okay lah. We have coffee after this::**
340 **((All laugh))**

Roz interrupts Noel by commenting on a picture that he uses in the document (line 334). She agrees with Maz's assumption that the picture looks like cherry and links her idea 'is it coffee?' Zak humorously adds and claims 'cherry coffee' to which Roz declares

that everyone will have a break after the session. The interactive style exemplifies strategies of collaborative humour using repetition.

Example 18 (Refer to Appendix E)

Context: Closing the matter of discussion.

- 449 Noel: **Okay. We skip the last section =**
450 Roz: **= Okay, there is five slides we saved ((all laugh))**
451 Zak: Okay. That's good =
452 Noel: = So now we move on to email alerts okay? So my question, you getting
453 email alerts for now right?

Roz single handedly creates the joke 'there is five slides we saved' to which the effect is spontaneous from the members of the floor. Although Roz is the highest designated person in the room, she does not seem to perceive herself as an autocratic, dogmatic leader but instead she portrays herself as equal to her subordinates which is evident in her cracking a joke.

Example 19 (Refer to Appendix E)

Context: Zak explains regarding the internal staff resignation in his department.

- 632 Zak: We allow the mill manager to key in manually =
633 Roz: = Ah: manually =
634 Zak: = Kita ada contingency jugak (*We have contingency plan as well*) =
635 Noel: = But that one is an exception lah. But I agree with you. We'll see how,
636 what's the best way to resolve the email alert on that one =
637 Roz: = What's wrong with the orang resign ni? (*What's wrong with these people who have resigned?*) =
638 Maz: = Tak (*nothing*) =
639 Roz: = Alah =
640 Zak: = **Dah berapa kali kena** (*Have experienced it several times*) =
641 Roz: = **Berapa kali orang resign?** (*How many times have people resigned?*) =
642 Zak: = **Tiga empat [kali ya** (*Three four times*)
643 Maz: [Tapi ya (*But, right*)
644 Roz: **Tiga empat kali in what? In two years?** (*Three four times in what?*) =
645 Zak: = **I think last year lah. This year tak ada orang lagi** (*This year there are none who resigned yet*) ((all laugh))
646 Maz: Kesian, dia (*Pity him*)=
647 Zak: = Ada ker? (*There is*) =

648 Roz: = Siapa? Siapa resign? (*Who? Who resign?*)==
 649 Zak: = Kat HQ lah:kat mill tu (*At HQ. At the mill*)
 650 Roz: Oh oh I see I see. Dia bukan mar[ke - (*He's not in mar-*
 651 Maz: [Bukan marketing (*Not in marketing* =

This data illustrates that humour is embedded in small talk. After constant prodding from Roz and Maz from lines 637 to 639, Zak relents by telling the actual scenario of people leaving the company. He jests that ‘this year there are none who resigned yet’ which draws laughter from the members. Roz and Maz continue to pry on the similar topic. The employment of the humour here is considered constructive with the occurrence of paraphrasing and repetitions.

Example 20 (Refer to Appendix E)

Context: Roz suggests that MS has to decide whether to use the system.

844 Roz: The wordings yeah? =
 845 Zak: = The wordings. Like I said just now, emails are not. Emails is replacing =
 846 Noel: = The physical =
 847 Zak: = The physical DO which is already aperi tu dah purchase tak guna lagi tapi
 848 guna email tu. So we've to follow very nicely lah, so it caters banyak pihak
 849 (*The physical DO which is already purchased is no longer in used but by
 using email. We have to follow the steps nicely because it caters to many
 parties*) =
 850 Roz: = Any other items you want or not? =
 851 Zak: = Banyak sangat tu (*That is a lot*)=
 852 Roz: = Up to you, I mean the system is there you know? Ah Noel, listen to his
 853 request =
 854 Noel: = Okay =
 855 Roz: = **He doesn't understand Bahasa Malaysia**
 856 Zak: **Ah: you Bahasa Indon** =
 857 Roz: = **Dia tak paham Bahasa Indon** (*He does not understand Indonesian*)=
 858 Zak: = **Bahasa Indon jer. (Indonesian only) Let him translate** =
 859 Noel: = **No no ah: I Malay also got problem ((all laugh))**
 860 Roz: International school =
 861 Maz: = Faham tapi tak boleh cakap (*He understands but cannot speak*) =
 862 Noel: = Ah I try I try

In this excerpt, Noel as a chairperson takes humour lightly and he even plays along with it (line 858). He employs self-denigrating humour in which he emphasises on the point

of his weakness in the Malay language. The whole sequence brings much laughter to the scene (line 858). Teasing by the other members of the meeting here shows a strong bonding among them.

4.3 Findings

The findings are discussed in the following using the three research questions which were described in Chapter One.

4.3.1 *Research Question One: Why is relational talk initiated in meetings?*

Relational talk oils the flow of the conversation. The relational talk performed by the individuals in these meetings meet two of McCarthy's (2000) classification of talks: transactional-plus-relational talk and relational talk. From the examples given, there are various reasons why relational talk is initiated in the meetings. As the Assistant Vice President of the company, Roz deploys relational talk to be on the common footing with the team as well as to gain empathy from them on a particular situation (Example 1). Furthermore, her intention to decrease the status gap between her and her subordinates is more vividly shown in Examples 3 and 6 as discussed on pages 33 and 34. Relational talk can be seen as "masking institutional power relationships" (Mullany, 2006) as seen in Examples 3 and 4 where instruction is embedded into relational talk. Instead of being direct, the senior women managers (Roz, Vice President and Maz, Senior Manager in the headquarters) employ relational talk tactfully so as to maintain the teamwork spirit. Since relational talk is primarily characterised as addressing to one's positive face, it is natural that relational talk builds and maintains interpersonal relationship (Examples 5, 7, 8 and 10). In Example 10, one can observe the dual functions of relational talk as to

exclude interlocutors under the disguise of maintain collegiality. However, a person can use relational talk to tease, show sarcasm as well as to demand for things subtly (Examples 2 and 9).

In general, the development of relational talk originates from the task-related topics (Examples 1, 2, 3, 4, 7, 8, 9 and 10). However, there are instances where relational talk occurs after a period of silence with no relation to business talk (Examples 5 and 6). In Example 5, perhaps near to lunch time and stillness in the room Zak announces a break for lunch. In Example 6, Roz, a person of higher power breaks the silence with the intention of building rapport, asks Bib on her absence during lunch.

The longest recorded time that the relational talk occurs in these meetings is demonstrated in Example 7 of 44 seconds. Here, the participants are shown to be discussing on contract confirmation when gossip starts to build around people's work ethics. The instigator, Maz is seen to be continually contributing to the gossip until Roz changes the topic which is illustrated in Example 8. The chairperson (Noel) does not frequently entertain relational talk in meetings. When asked by the researcher on his reason, he explains that there are many issues that needed to be addressed in a limited time. He understands the participants have other duties besides attending the meetings, thus he is very cautious about time management. He does not delimit the importance of relational talk but he understands that official matters need to be discussed before any relational talk is to happen. As shown in most instances, Noel cuts the relational talk short (Examples 1, 4, 6, 7, 8, and 9) before proceeding to serious issues. In order to do that, he is shown to start the discussion appropriately by using 'Okay' to gain attention.

The data in this study agree with Holmes (2000) functionalities of relational talk. All of the examples provided give the indication that relational talk is used to construct and do collegiality at workplace. Roz exemplifies a powerful person who deploys relational

talk to influence her team to follow her orders (Examples 1, 3 and 4). She is also seen as minimising social distance between herself and her subordinate by informing she missed her subordinate during lunch (Example 6). However, what is not touched in the studies by Holmes (2000), Coupland (2000) and McCarthy (2000) is the negative function of relational talk. Sarcasm is quite vividly displayed in relational talk in this study. Examples 2 and 8 therefore are seen as Zak expressing sarcasm to his superiors via relational talk. As the performance of sarcasm is embedded in relational talk, it is seen as appropriate to the listeners and not threatening one's face. In the data presented, sarcasm is taken in good spirits. Instead of the listener harping on the speaker's mocking, the former continues taking it humorously (Example 2). Roz handles Zak's sarcasm appropriately by acknowledging the benefits of email triggering system being implemented in the headquarters and politely suggesting to Zak that his team could implement it as well (Example 8).

In summary, the performance of relational talk in these meetings is mainly for strengthening camaraderie among members. It is important to note that culture plays a role in relational talk. As the nature of business includes a lot of relationship bonding, relational talk is vital in all of these CofP meetings.

4.3.2 Research Question Two: What types and styles of humour are employed in these meetings?

From the humour examined in the analysis, the researcher counted the incidence of humour performed by the members.

Table 4.1: Frequency of types and styles of humour.

Types and Styles of Humour	Number of Occurrences
Supportive Humour	2
Contestive Humour	2
Maximally Collaborative Humour	6
Minimally Collaborative Humour	0
Total	10

As shown from the table above, the type of humour commonly employed in the meetings is maximally collaborative humour. In Examples 13 and 15, the speaker expresses mockery with humour. Instead of conveying her true intention, Roz uses humour to criticise the particular system. The same goes for Zak who shows his contempt to his superiors by embedding it with humour. In these situations, the speakers are trying to show respect and to minimise tension because of their culture of being cordial. The group shows “supportive conjoint humour” (Holmes, 2006) with two instances (Examples 11 and 12). The contributions from the participants are displayed by elaborating and strengthening the points made by the speakers.

Maximally collaborative conjoint humour is common during the meetings as part of discursive style (Examples 16 to 20). This style of humour clearly illustrates the strong bond among members with friendly overlaps (Examples 17 and 19), completing one’s turns (Examples 17 and 19) and word play (Example 16). In these findings, the episodes of humour largely take place in relational talk. In most cases, relational talk will be initiated and then followed by humour. The style of humour employed is usually entertaining and participants are comfortable to engage in jokes in the middle of discussion, without repression from the chairperson.

Cementing relationships, saving one's face and to minimise tension in this study's results corresponds to studies by Holmes (2000) and Norrick and Spitz (2008) in functions of humour. This finding also support Holmes and Marra's (2002) findings in private organisation which suggest 'single one-line comments or quips' (2002, p. 1699) are common. As displayed in this data, participants are often seen to contribute comments to provoke laughter. In contrast to Holmes and Marra's (2002) observations, the style of humour which is maximally collaborative humour is much more evident here than contestive humour. This study has been unable to prove from Rogerson-Revell (2007) that powerful players exercise humour to the displeasure of less powerful participants. Instead, humour from people of higher authority is seen as harmless and amusing.

In general, high energy and positive humour is evident in this study. Humorous contribution by the floor towards a single goal portray that the team as united and there is almost non-existent competition where members try to control the floor.

4.3.3 *Research Question Three: How do relational talk and humour reflect relational work in meetings?*

The analysis shows how politic or unmarked behaviour is apparent in relational talk and humour. Employees employ appropriate behaviour in relational talk when they indirectly criticise the management or the company, in order to protect the face of the interlocutors as well as to maintain harmony (Examples 2, 8 and 11). Team members also exploit the indirect approach of demanding for help from peers via relational talk. This is with the intention that the listener will be more than willing to help especially if the listener is of power (Example 9). Furthermore, the leader in this CofP applies her leadership in an acceptable and friendly way. She gains empathy from her subordinates at the meantime indirectly commands them as seen in Examples 1 and 9. In Example

15, Roz displays her direct order through appropriate behaviour by being discreet to Zak. However, her 'soft' approach can be a double edged sword as revealed in Example 15 where Zak might not take her instructions seriously.

Due to the norms of politic interaction in this particular CofP, members sometimes exercise humour because of their unwillingness to confront each other. In this analysis, it is evident in sensitive issues such as resignation and expectation are not elaborated further (Examples 13 and 19).

The researcher's understanding with the interviewee's perception of politic or unmarked behaviour in these meetings differs. In cases where participants are shown to be displaying inappropriate behaviour according to the researcher's acumen, it is considered a norm or acceptable to the group. For instance,

Context: Comparing softwares features. (Refer to Appendix D)

- 425 Roz: But but we've bought the module for MS. Because BN ventures are
426 different () kan? =
427 Noel: = Yeah the features is there. Features () it's just that they are not using it
428 now only.
429 Zak: **Why not you use it?**
430 Noel: [Har?
431 Roz: [Because [we have-
432 Zak: **[You have what?**
433 Roz: Ah: we thought want to give you this =

Zak is shown to behave inappropriately to others (lines 429 and 432). In these lines, he challenges his superior, Roz by abruptly questioning her decisions. To the researcher, this behaviour by Zak can be considered impolite as Zak could have rephrased his questions in a proper manner when addressing Roz. However, to the interviewee's perception this type of conduct is a norm in this CofP.

4.3.4 Findings of Semi-Structured Interview

The following questions were asked to Noel, the only interviewee based on the data transcribed. In addition to these questions, the researcher also concentrated and enquired on the terminologies used by the interlocutors which are not stated in this section but explained in Appendix B.

Question One:

How long have you known the customer and what is your role in these meetings?

I have been in this project for around a year plus, so that shows how long I know them. I come in as a vendor where my company provides software solution to the customer. In these meetings, my role is a moderator, chairperson plus a knowledge-based person.

Question Two:

How is the relationship among the workers in the customer's side, since they are from the same company but different locations?

Obviously, they are quite close because they are from the same department and they work closely in many projects. The difference is that they are from different locations. The friendship between Roz and Maz are chummy because they are the few women in the higher management team.

Question Three:

Do you think that this particular dialogue (Appendix D, lines 429 and 432) shows that Zak is impolite?

Because of the close relationship, they tend to let their guards down. This is evident with Zak, Roz and Maz as they are in the management team, albeit of different hierarchy. I do not think that this scenario is rude. It might seem rude to outsiders but it is really a normal conversation.

Question Four:

How is Roz as the Vice-President of the company?

She is indeed a very nice lady. She tends to ‘mother’ the younger ones but she can be stern in certain matters. Sometimes she can be quite ‘soft’ which can be a drawback in her management style.

The responses by Noel highlight some key points to the research findings. Due to the intimate relationship that the members shared, humour, (im) politeness and relational talk are flexibly deployed throughout the duration of the meetings. This is further shown by Roz and Maz’s conversation between them (Example 10). Because of the closeness, participants tend to accept each other’s flaws, primarily when the conversation may be considered impolite to other CofP, it is acceptable in this CofP (see example in 4.3.3). Noel’s perspective on Roz’s management style agrees with the findings by the researcher that she shows concern for her subordinates (Example 6) and tend to be not an assertive leader (Example 15).

4.4 Conclusion

The analysis presents how appropriate linguistic behaviour is apparent in this particular CofP. Other industries have their way of CofP and how members practice their discursive behaviour in these meetings as shown in this paper may or may not be acceptable to others. The examples of politic or unmarked behaviour practised by participants illustrate strategic ways of achieving their desired goal in the workplace.

The study has also shown that relational talk and humour are interlinked. The individuals tend to embed humour in most of the relational talk. Culture (in this case; working culture), as stated earlier in the study most likely influence the way how

participants appropriately conduct the discursive practices. As all the interlocutors share the same background there is a shared understanding and bond among them in this particular CofP. For instance, in Example 10 shows the effortlessness of participants to inter-mingle humour and relational talk in a short talk. Nevertheless, it is worth to note that relational talk and humour are distinctive in this study comparing to various workplace culture or CofP.

CHAPTER FIVE

Conclusion

5.1 Introduction

This study aims to explore natural occurring spoken discourse in the context of a specific company's meetings. The objective of the study is look into how the inter-relationship between customer and vendor is preserved and built. This includes a closer investigation into humour, relational talk and relational work which are performed by members of the meetings. In order to achieve this purpose, three analytical frameworks were employed. They are Discourse Analysis (Schiffrin, 1994), Communities of Practice (Mills, 2003), and Relational Work (Watts and Locher, 2005).

5.2 Summary of Research Question One

The samples of relational talk in the meetings provide evidences that the bond between superior and subordinates as well as customer and vendor are closely knitted. The exchanges between relational and business talks are mostly pleasant, which proves the power of the chairperson, who is the vendor, in controlling the meetings efficiently. The overlaps and interruptions to produce relational talk are frequent but not detrimental. Participants are seen to enjoy the relational talk as episodes of relief and pleasure away from business talk albeit for a few minutes.

In general, relational talk helps the flow of communication in the meetings. It bridges the gap between bosses and workers, maintains solidarity, protects ones face and works as an art to cover power plays. As portrayed in the illustrations given,

relational talk is 'flexible, adaptable, compressible and expandable' (Holmes, 2000). It is a given communication tool to all corporations to manage relations productively.

5.3 Summary of Research Question Two

Humour employed by the members in this setting is mainly collective. There are numerous attempts at humour where participants are sensitive to each other. Some strategies of humour are portrayed as criticising in a positive way to maintain harmony. Individuals of higher position seem to exercise humour more often than their subordinates. By making fun, the researcher suggests that the bosses are building rapport with the team in this closely knitted CofP. They are doing 'relational work' and at the same time displaying their leadership skills. Subordinates rarely elicit humour as this may be seen as over stepping the boundaries as well as respecting the superiors. In this particular CofP, contestive humour as well as maximally collaborative humour are frequently practised by the participants.

5.4 Summary of Research Question Three

This study draws on how relational work can be utilised as a means to achieve objectives in the workplace. The participants perform relational talk and humour with the integration of relational work allowed by the norms of CofP.

In the data, leaders use relational talk as a politeness strategy to cultivate openness among members. Furthermore, humour provides a platform where members express themselves without much embarrassment and yet consistent with the performativity and expectations of CofP.

5.5 Implications and Recommendations

In general, the analysis of this research has been answered using the theoretical and methodological aspects. However, more could be done to enhance this study. The method could be coupled with a tape and video recorder. Video recorder will assist in studying participants' non-verbal behaviour in order to substantiate the findings further. Nonetheless, the approval for video recording can almost be an impossible task for corporations as they guard privacy very tightly. This study of social interaction of verbal and non-verbal behaviour can be explained via the usage of Conversation Analysis. A survey questionnaire to assess workplace culture regarding humour, relational work and relational talk would benefit the study in an in-depth understanding participants' behaviour.

Future research can therefore, concentrate on the comparison of more than one multi-national company to another in a local or foreign setting concentrating on the aspects of humour, relational work and relational talk. The findings will be resourceful as different companies practice various CofPs. Participants of diverse backgrounds and countries carry with them their own perception of humour, relational work and relational talk which provide interesting findings.

5.6 Conclusion

The study of relational talk and humour in meetings present a reference to other studies that are inter-related. In this whole study, the three research questions are explicated with the help of three analytical frameworks. The analysis also confirms that relational talk and humour are considered significant in the working discourse. Relying on the CofP approach, relational work or politeness based on this background can then be conceptualised.

There are exponential resources and data in Malaysia's corporate meetings that are raw and left untapped. It is hoped that with this study, workplace discourse concentrating on relational talk, humour and relational work will be able to contribute to the limited workplace studies in Malaysian context.

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TRANSCRIPT SYMBOLS ADAPTED FROM JEFFERSON (2004)

↑ word	Rising pitch
↓ word	Falling pitch
[word	Start of overlapping talk
word]	End of overlapping talk
=	Latching
wor -	Cut off word or sentence
(1.5)	Pause for the time stated
:	Extended or stretched sound of a syllable or word
()	Unclear or doubtful word or sentence
((laughs))	Description of events
<u>word</u>	Emphasis
(<i>That's not right</i>)	Translated version to English from the original language used

LIST OF TERMS AND ABBREVIATIONS

AV	Software function
BB	Site for business and financial news
BL	Bill of lading
BN	A company's name
CCM	Commodity category master
CN	Credit note
CT	A department in headquarters (Sims)
CXOB	Contract management software
DN	Debit note
DO	Delivery order
FB	Term used for shipping of goods
FET	Shipment terms
FOP	Shipment terms
Green Tree	Association
HQ	Headquarters
ICX	A company's name
Interco/ intercom	Intercompany
KIV	Keep in view
KKB	Stock exchange code
KPI	Key performance index
KR	Team's name
LC	Letter of credit
LP	Load port

MS	A department in subsidiary (Unimels)
PCT	Location code
PE	Integration software
PHEIMA	Project's name
PL	Profit loss
PT	Acronym for company
RPO	Name of a trading body
SOP	Standard of procedure
SP	Business management software
ST	Software function
SW	Application software
TPO	Product name
TPS	A company's name

Data 1

1 Maz: This one ah: CT doesn't have it ha=
2 Noel: = Yeah
3 Maz: You all have it?
4 Roz: So there's a gap for us from Unimels. Can we have this or ↑not also? See,
5 there's a gap outside?
6 Noel: = Yeah that one. Yeah
7 Roz: We are checking if between the three system yeah.
8 Zak: Unimels system =
9 Roz: =Ah Unimels system.
10 Noel: Ah something extra ((laughs)) Everyone got advance=
11 Roz: =Ah yes.
12 Noel: MS sometimes got advance also.
13 Roz: ((laughs))
14 Noel: Ok this one quite straight forward to remind you the request is email. The
15 email address needs to be entered for each of the users =
16 Roz: = Mmm.
17 Noel: Ok? So this one ah: clear? So this one I think is actually for the user
18 security. What we have is actually the access administration log meaning
19 this again is the group active requirements. Any changes to the users
20 access right, is actually log in the system. Let's say I give you for example
21 this is my test data, the user went into this RM and did this. So they change
22 the access rights. So all this right, anything that's done in the AR are
23 logged. Something like how your contract loggers. So that way anyone can
24 track back actually who changes what access, maybe ah: additional access
25 is given to someone so then when the auditor comes in right, when they see
26 this report they will know they will ask why is this person giving, given
27 added access. So this is the security requirements =
29 Roz: = For CT ah: ah =
30 Noel: = It's already there =
31 Roz: = Yeah ah: ah: my team KR team ah: takes care of this monthly. Encik
32 Jalal he, he: our boss will access and see this on monthly basis. So if got
33 new user you forgot your password also you'll be listed here, cor ↑rect?
34 Noel: Uhm so okay any changes will be added. So this is actually a log actually=
35 Maz: = This is actually a log requirement audit? =
36 Roz: = Audit yeah =
37 Maz: = Security ni takder or tak payah ambik jer? = (*There is no security or do
not have to take it?*)
38 Roz: Audit wants it.
39 Maz: Okay.
40 Noel: Then ah this are just reports actually. So this one is the report that shows
41 you user access rights. Shows all the lists of all the users and their groups
42 and rows they've access to. So just for ah checking especially for [H team]
44 Maz: [H
45 team] =
46 Noel: = And KR team right, they will print out this report, they will actually
47 know which user have this access and this groups accordingly, these row
48 accordingly. Straight up actually. So this [one]

49 Roz: [It's] quite, it's quite in detail
50 yeah? =
51 Noel: =Yeah it's quite detailed. So we actually have the full list. As of that day
52 you printed out the access. Then similarly you have user access right,
53 summary which shows actually all of the different groups uhm in a uhm
54 err how would you say table format so it actually clear. Okay, which users
55 have which roles. So if there's conflict we straight away know which users
56 have access to that. And then the other group is auditors is actually three
57 people. So this actually gives you a group level and overview who has
58 access into which group.
59 Roz: This one ah this one which matrix you will use later as our ah ah our ah ah
60 document for the SOD system [as:]
61 Noel: [As] segregation of duties =
62 Roz: = Segregation of duties. Okay later [ah then]
63 Noel: [This] is very good especially you
64 want to see who has what roles et cetera.
65 Roz: Tomorrow we will touch on this item.
66 Noel: = Yeah. So this is just what I'm sharing here is the functionality and this is
67 the business aspect which I think Puan say will cover tomorrow. Okay then
68 this is just another way the group access rights. So we have got different
69 groups so you want to know actually for instance using these two reports
70 you got auditor group or admin group and you want to understand what the
71 admin group can do. Then you use this report it shows you group admin
72 right can actually filter all this information so you can actually add or
73 delete invoices updates, cash updates and also view invoice details et
74 cetera et cetera. So this shows you the exact ah access rights for that
75 particular group.
76 Roz: You have group? You have person right?
77 Noel: Yeah. So the:: okay maybe I touch on the structure just to recap. I think
78 you might be familiar. There's actually three levels when we talk about, so
79 we logged in as users. Just explain to you. We log in as users, okay? From
80 the system perspective right each of the functionalities has its specifics
81 roles. Okay like let's say for instance contract law. It's one role and then
82 say ending of contract is another role. So this is the actions you do in the
83 system. What the system does is to create the group. Let's say admin et
84 cetera and you assign roles into this group. So you assign, let's say for
85 instance you want to do a contract group you can add in contracts, you can
86 delete contracts et cetera. So I'll assign all these groups then later you will
87 actually assign users [in the group]
88 Roz: [Which group?] Which [group?
89 Noel: [Yeah the group he can have
90 access to. A user can have multiple groups. So this way you can actually
91 group it in a logical manner that suits ah: MS. Okay for MS. We go for MS
92 in terms of security. You don't need to map directly the roles because the
94 roles is a huge list actually. Quite huge. So this is how the functionalities
95 work. Just to let you know.
96 Maz: Pak Dollah masih buat post in kat dalam (*Pak Dollah is still doing the*
97 *posting in it*) ((laughs))
97 Roz: ((laughs)) Okay that will fail.
98 Noel: So the other, the other thing for the auditor thing is actually the changes in
99 the traders masters. This is actually all the customers and vendors lah. All
100 your customers and suppliers are. Any changes to the customers and

101 vendors and et cetera right will actually require reasons for change. That
102 means the system right will request why you change details of this
103 customer or supplier et cetera. So this system will actually ask that and
104 whatever changes you've done will be actually logged as well from the
105 security perspective. Let's say for instance at this state, this particular user
106 at the trainer master for this time what did he do? He change the reference
107 and et cetera or he change the address et cetera. All this would be logged in
108 [the system to track]

109 Roz: [Change address]change [telephone number
110 Noel: [Change name change telephone number
111 whatever =

112 Roz: = And this one also monthly boss will sign off also. He'll have a view with
113 the customer and all those what's happening also =

114 Noel: = Yeah =

115 Roz: = So this two new things lah that you've done for:: CT yeah for to make ah
116 audit requirement. But I think it's good also: for boss to see the you know
117 he doesn't see everything what we do but from there he can know what
118 we've done =

119 Noel: = Yeah =

120 Zak: = High level =

121 Roz: = Yeah high level=

122 Noel: Okay so this one is the one we touch regarding the SOD that's segregation
123 of duties. So ah we: ah I understand from Daud that you've already have
124 the segregation of duties here as well but uhm it's not as detailed as the
125 [one that CT

126 Maz: [They have the one the matrix and:
127 Noel: Yeah they have the matrix and we spend a lot of effort in CT and we build
128 ah a big matrix for the segregation of duties which can define until who
129 can confirm projects, who cannot confirm contracts that kind of level. It's
130 very detailed so this gives you the flexibility to define what kind of process
131 you wish to have so I guess I leave it to tomorrow. I think ah it will be
132 discussed tomorrow on ah back to what it can be done for MS:: okay? But
133 the functionality the function itself [is there already

134 Roz: [Is there?
135 Noel: Uh yeah okay. So I've included the [group strategies sales here as well. Ah
136 I think:

137 Roz: [Uhm=
138 Noel: = We touched on this at the last meeting actually here on the group
139 strategy so I think the first thing we want to check with you during this
140 meeting is whether this would be helpful for MS. Tying to help you plan
141 and uh the sales strategy and in the sense that like for example one of the
142 first thing I can think of is actually minimal price. Do you want to control
143 such that what is the minimal price to sell for traders? You cannot sell less
144 than maybe three thousand Ringgit or whatever or something like that.
145 That kind of thing. And then that's from the price level =

146 Roz: = Price level
147 Noel: Yeah. Then there's also the [pro -
148 Roz: [property level =
149 Noel: = Yeah property level forward ↑forward =
150 Roz: = Forward =
151 Noel: = How much can you sell forward? =
152 Roz: = How much forward? =

153 Noel: = Yeah how much can you sell forward? =
 154 Roz: = How much and how far forward? =
 155 Noel: = How much and how far forward actually =
 156 Roz: = Uhm: =
 157 Noel: = Three months forward or five months forward or even twelve months
 158 forward. So you can control the forward months as well.
 159 Roz: Initially we actually have the er: simple scenario ah but then we've
 160 something different like what we want to do is that lah.
 161 Zak: Okay.
 162 Roz: But for this I think we er: er: for your information er: er: last, last last
 163 Monday meeting with Mr. Kamal we mention about something how
 164 forward we can forward sell. What is the strategy for MS to sell forward?
 165 Questions ah so that this maybe applicable for this also, you know? If you
 166 really or the company the management wants to sell, MS wants to sell
 167 forward also like us then this may be applicable, you know? Let's, lets
 168 have the system be ready and when the management says go on we can go
 169 execute it =
 170 Zak: = Yeah. Whether we wanna use it or not it's another story =
 171 Roz: = Ah yes yes =
 172 Zak: = As long as we have the system ready =
 173 Roz: = Yes. Ready =
 174 Maz: = So this is going to be considered as going to be implemented lah. [But:
 175 Roz: [But
 176 then again [ah: ah:
 177 Zak: [But -
 178 Maz: [Tapi cara -
 179 Noel: [I think Puan if we are going forward but we dun have actually a
 180 group sales strategy we would need to maybe have to [sit down and to
 181 discuss what do
 182 Roz: [Yes, yes =
 183 Noel: = You foresee as the best way to manage your sales strategy. The
 184 possibilities. Because since you dun have a sales strategy now we would
 185 need to make the system is flexible enough to ensure that we can meet the
 186 most sales strategy in a way in the future. So that's the thing we [might
 187 Roz: [So that
 188 will maybe customisation for MS. So let's that be an after, you ↑know? =
 189 Noel: = We've to discuss this further [on] definitely.
 190 Roz: [Yes]
 191 Noel: Because what I can share with you the example that what's being done in
 192 uhm TTM is that you see here is the maximum percentage of correction
 193 forecast. The reason for CT is because they have the production forecast
 194 coming in actually via automated [so using the
 195 Roz: [Uhm: =
 196 Noel: = Production forecast I actually using numbers I use it the percentage how
 197 much is that numbers can you sell that kind of calculation we are doing.
 198 But again that become very customized so we will need to explore that
 199 actually we might now want just the production [maybe you might -
 200 Roz: [Percentage now: we're
 201 looking at percentage =
 202 Noel: = Yeah correct.
 203 Roz: = Of product of each level like three thousand then three thousand one or
 204 another percentage of that month. Ah: earlier it's clear what we develop.

205 Is straight forward we: =

206 Noel: = Because I think we actually discuss right the minimal price is very

207 different depending on how much stock you have. Because the more

208 stocks you have maybe the minimum:

209 Roz: Mmm

210 Noel: Sell for higher price or something like that. So you have different bets. It

211 gets more complicated but currently the system is quite certified in that

212 sense in one level. So these are the things we can discuss further on how

213 to make the system able to support multiple ah prices et cetera, ok? =

214 Roz: = Yeap

215 Noel: So this is the setting the strategy. Most probably you'll ask after you set

216 the strategy what happen to the system: okay? What happens to the system

217 once you set the strategy we actually know the limits, okay. So the system

218 will know the limits. After it knows its limits what it does is it will

219 actually do what we all call a breach. Two things that happen when we

220 breach. That means when you post a contract the system check actually

221 whether it checks against the group strategy 'is this?' as opposed to after

222 you impose this contract. Would it create breaches from sales strategy

223 perspective? If it does, it does two things. One, it logs into the system or at

224 that time let's say for instance this is contract number. I give you some

225 examples. This is contract sold below at a minimum price and within the

226 maximum sales quantity. So all this information is logged in the system at

227 the point of time. Another thing that happens it also sends an email alert.

228 You can define who you want to send it to. You send it to traders, maybe

229 the traders and et cetera just to let them know there's a breach. We don't

230 stop the transaction because we only believe you have already done the

231 [contract

232 Roz: [We have committed=

233 Noel: = By the time they have done the data: you've already committed but at

234 least someone [is aware

235 Roz: [So, so one thing that you can prevent from happening. It's

236 because you have already committed you can pull back kan? So that's one

237 big exposure lah

238 Noel: [Yeah

239 Zak: [Then after the [event only you realised lah you breach the role =

240 Roz: = Yeah basically yeah of course we do not, we do not capture the

241 conversation in that sense. If they say apa they survey and comprehend the

242 keadaan jugak (*If they say what they survey and comprehend the situation also*) =

243 Noel: =Yeah but at least we: for instance ah the head of trading team aware and

244 the trading team will need to ask 'Ei why are you selling outside the

245 breach?' then you need to explain. Because there is always a valid reason

246 why you want to do it but at least there is some sort of communication

247 available =

248 Roz: = Yeah to tell to, to, to inform the management [uh, uh

249 Maz: [What's happening

250 Roz: = Yeah what's happening lah. Ah: as they know because er because it's

251 quite important this one. This means it's less or more profit also if we

252 breach this you know continuously. If we do not keep track yeah. Ah

253 eventually after the system stabilise within three or four years we have to

254 monitor this closely.

255 Noel: Okay. So this is the group sales strategy I think ah we need to discuss

256 further actually definitely. Uhm: [To understand the problem
 257 Roz: [Yeah because ours is straightforward
 258 delivery, you know? But theirs like ada CR, freight concern, you know?
 259 Forward if all to FB I dunno, you know? =
 260 Noel: = Yeah that's right, that's tight we need to discuss a bit more. Any
 261 questions? =
 262 Zak: = Especially on the price lah =
 263 Noel: = Oh the minimum price itself =
 264 Roz: = Ah: quantity not so low yeah
 265 Zak: Like Puan said got the, got the there's a board of apa tu dia panggil (*what*
 266 *do they call it*) board of [terms
 267 Roz: [Board of terms =
 268 Zak: = The terms as in CIF, delivered we got all the terms here. Kalau (*If*) you
 269 fix the price [it, it
 270 Noel: [It's difficult I know =
 271 Zak: = For FB maybe it has [not breach.
 272 Roz: [Uhm =
 273 Zak: = For CIF it's breach already=
 274 Roz: = Ah, ah it's more complex =
 275 Noel: = The [freight charges are not in the budgeting [of how -
 276 Roz: [Ah:
 277 Zak: [So we've to deliver to
 278 Zeta to study our process jugak lah =
 279 Noel: = Definitely =
 280 Zak: = Before we come out with this =
 281 Roz: = Just like what he does lah. Somewhat. Because they can see the
 282 benchmark lah. Benchmark. Tapi (*But*) the benchmark is our price? You
 283 know what I'm saying? Can you understand? =
 284 Noel: = Yeah [the weekly -
 285 Roz: [The benchmark [is the price best price for the minimum
 286 Noel: [Okay, the other thing: thing I can think of hand
 287 lah for MS is not only put minimum price but actually the returns as well=
 288 Roz: = Ah yes. Terms as well, yes.
 289 Noel: Okay so the other part actually we will be covering actually as well is
 290 more on ways of monitoring close contracts. Uhm just want to share with
 291 you how CT is monitoring the close contracts is that to ensure that the
 292 contracts are closed. What happens is that they have created the
 293 functionality the auto fulfil functionality and it applies for all the SO
 294 phases and will automatically be closed once it's close to hundred percent
 295 or hit the hundred percent delivery. So the system will automatically put it
 296 as fulfilled, ok? Auto actually =
 297 Roz: = Do you have it here ↑now?
 298 Noel: Uhm:
 299 Roz: Not [yet?
 300 Noel: [I don't think so
 301 Zak: We are not auto close but is manually close by the traders =
 302 Roz: = Yeah. It's dekat to hundred jer (*only*) or close? =
 303 Zak: = I think there is lah =
 304 Maz: = Kalau you nak buat manual yang sekarang kita buat ni dia untuk after it
 305 goes beyond the tolerance only close. Kalau dia equal jer dia close. Tapi
 306 kalau tolerance dia [ada (*If you want to do the manual as in the current*
ones we are doing after it goes beyond the tolerance only will it close. If it

is equally it will close. But if its tolerance is)

307 Zak: [I don't think you can do [it here lah. Our concern here
308 is that
309 Noel [Uh hmm
310 Zak: Is that we after close the contracts then there is there will be a debit or
311 credit, right? Generated =
312 Noel: = Right. =
313 Zak = Right after you fulfil the contract =
314 Roz: = Because they have the payment in advance for it ya? =
315 Zak: = Then there's a process for it. Not like in KL where once you fulfil the
316 contract that's it. No more transaction up there. But [for MS, fulfilment
317 upon
318 Roz: [Mm yeah lah
319 Zak: contract is to generate the debit note for price difference and over under
320 the due days =
321 Roz: = Just like Panet ler =
322 Maz: = Mm: =
323 Roz: = Panet kan kita, kita do not er: (*Panet is us. We do not er*)=
324 Zak: = Something like that =
325 Noel: = So that [in that particular
326 Zak: [So if you want to be auto close I worry the system auto close
327 but the trader does not know she already close the contract unless [you
328 print out
329 Roz: [Unless
330 it trigger [your auto-close you trigger email so then [that's a lot of the
331 Maz: [Ah:
332 Noel: [Yeah I mean it doesn't
333 serve a purpose already=
334 Zak: = You are right. The main purpose you are doing this got to many:: If I
335 remember Puan =
336 Roz: = Ah =
337 Zak: = Because in CT KL you got a lot of contract not close, so people look at
338 the business and say 'ei why dun you close this contract?' The trading
339 itself dun want to close. I mean: Puan Roz think we've to close it so it's
340 very tiring: tedious job =
341 Roz: = It is, it is [more for -
342 Zak: [It's the reason for auto close but for MS I dun think is a good
343 thing lah because individual traders know their contract because the the
344 the amount the quantity of each contract each contract is very big =
345 Noel: = Mmm =
346 Zak: =So every time they close the contract he he aware of what's going on. So
347 there's no possibility that the contract remain open. We know he has not
348 close [the contract and that means
349 Noel: [And see what's the next step he needs to do =
350 Zak: = Right =
351 Noel: = Understand. Okay I think that's [fine
352 Roz: [I'm fine. The system is there. If we
353 don't want is ok if it's not applicable. Because they have advice payment
354 itu semua kan kita tak terima (*Because they have payment and all of those
we do not accept*) =
355 Noel: = Yeah because your one is payment as not delivered and once after you
356 [deliver

357 Roz: [Uhm=
 358 Noel: = Okay so that's fine. This one is actually special commission actually for
 359 contracts closing beyond tolerance. This is actually ah I would advice for
 360 this actually because this allows you to control only certain people right
 361 can close the contract after or above the tolerance level. Let's say five
 362 percent and then it close at six percent itself right that the person cannot
 363 close the contract. He has to find another person of a higher management
 364 right to close the contract =
 365 Roz: = This is this is er: I think the audit requirement =
 366 Noel: = Yes audit requirement =
 367 Roz: = Because I remember that first time we started ourselves right whose
 368 audit we were asking who yang close the audit that's like beyond a lot,
 369 who has the right to close the contract like beyond you have one thousand,
 370 you have five hundred you must close. But that we must write. Ah this is
 371 what it is, you know? Of course you set the limit maybe five plus minus
 372 [one beyond five minus ten
 373 Zak: [In fact in fact we already [set the limit in the in the
 374 Noel: [Yeah you have the tolerance level set already
 375 Zak: Yeah for the SM level we already set the level =
 376 Noel: = Yeah =
 377 Zak: = The only that that we [have not =
 378 Maz: [On the scale =
 379 Noel: = I think now currently now for instance you can still close the contract
 380 beyond the tolerance [level
 381 Zak: [The system will alert us. Are you sure to close the
 382 contract?
 383 Noel: = Yeah. They will [immediately end at -
 384 Zak: [Beyond tolerance? =
 385 Noel: = Yeah =
 386 Zak: = If it's okay then: =
 387 Noel: = Okay. This one is just added security level in the sense that not everyone
 388 can do that =
 389 Roz: = Mm hmm =
 390 Noel: = Yeah =
 391 Roz: = I think, I think uhm you can do that but another level yang banyak
 392 (*more*) another level ten percent more than ten percent you or Riz must be
 393 aware you know? Because the fear is that kan maybe none of us will do it,
 394 you know? We never know one is a straight person ah press call up ah, ah
 395 okay, press and call down, harga tinggi dia close (*he close at higher price*)
 =
 396 Zak: = We close earlier =
 397 Roz: = Yes close earlier. Ah:
 398 Zak: = Before [who? Before formation?
 399 Roz: [Ah before: belum siap lagi dah close. So kita rugi lah kalau kita
 400 nak jual, kita jual pada harga rendah that is where lah the concern of the
 401 management. (*Before it is done it is closed. So we suffer a loss if we sell,*
 402 *we sell at a lower price that is where the concern of the management*) So
 403 maybe we put 20% it goes to you they cannot close within 20% without
 404 the commission, you know? That we can discuss lah ya? =
 405 Zak: = I don't think we have any issue lah. I think it is a good thing =
 406 Roz: = Mm: =
 407 Zak: = Because at least: the: I mean we have ada (*have*) we have the: the: head

408 of department know there's a contract yang [beyond tolerance] otherwise
 409 only traders know.

410 Roz: [Ah yes yes]

411 Zak: Yang ini. Yang terlebih kirim (*This one. This is over-send*) =

412 Roz: = Ah yang terlebih kirim. Satu pun betul terlebih kirim pun kita kena tahu
 413 juga dalam system sebab harga dah naik. Terlebih kirim harga dah naik
 414 dia saja nak terlebih kirim ↑ah: (*The over-send. One although it is really
 over-send we also need to know in the system because the price is raised.
 So for the higher price for the over-send he purposely wants to over-
 send?*) =

415 Zak: = Biasanya dalam MS kita bukan sengaja buat (*Usually at MS we do not
 purposely do it*) =

416 Roz: = Habis tu? (*So what happen?*) =

417 Zak: = Biasanya human, human error lah (*Usually it's human error*)

418 Roz: = Human error. Atau nak isi barge penuh? (*Or to fill the barge fully?*)=

419 Zak: = Itu tak [lebih – (*That is not more -*)

420 Roz: [I dunno. Nak penuhkan barge ker? (*Want to fill in the barge?*) =

421 Zak: = Biasanya dalam () kan ada meter kan. Itu terlebih hundred percent.
 422 [Memang – (*Usually in () there is a meter. That is over hundred percent.
 It is really -*)

423 Roz: [Memang ah: then you should know lah (*Really. Then you should know*) =

424 Zak: = No: no the system sebenarnya dah logged. Sebenarnya the system is
 425 logged dekat dalam () system dah log. Belum sampai kat CSC data dah
 426 logged dekat SW. Then everybody know. They cannot upload the data to
 427 CSC (*The system has already been logged. Actually the system is logged
 in () system. It has not reached to be uploaded in CSC data it is already
 logged in SW. Everybody knows that they cannot upload the data to CSC*
)=

428 Roz: = Ah itu yang [ada (*That is the one with*)

429 Zak: [So there's one level of checking lah =

430 Noel: = At the SW site lah? =

431 Roz: = The access site one lah. But [the less, the less, the less, the less is sendiri
 (self)

432 Zak: [But but the problem =

433 Roz: = Kena check ah [before we close (*Have to check before we close*)

434 Zak: [In fact walaupun ada checking dekat [midway] eh SW:
 (*In fact even though there is checking at the midway of SW*)

435 Roz: [Mm:]

436 Zak: [The managers:

437 Roz: [You don't have the drive?

438 Maz: Drive ada =

439 Zak: = Tapi yang satu data tu dah naik ke sesi yang satu lagi masuk ke sesi
 440 bukan naik (*But there is one data which has gone up to one session and
 another one which has not gone to another session*) =

441 Roz: = Ah: =

442 Zak: = Kita boleh close tapi ada alert lah. Yes or no (*We can close but there will
 be an alert. Yes or no*) =

443 Roz: = Oh: that side siapa punya authorisation? Manager? (*Under whose
 authorisation? Manager?*)=

444 Zak: = Manager =

445 Roz: = New manager?

446 Zak: I think okay lah yang ini we can adopt =

447 Noel: = Yeah so I just put a [note uhm
 448 Roz: [Actually we dun have that lah to yang access kat
 449 small level =
 450 Maz: = [Adalah (*There is*)
 451 Roz: [Are you aware?
 452 Zak: [Mungkin (*Maybe*)
 453 Noel: [Ah I'm not sure =
 454 Roz: [Are you aware?
 455 Maz: = Or before tapi piker siapa yang nak buat hal ni ke tak. (*Or before that let's think who will be dealing with this problem*)
 456 Roz: Oh: Kita discuss nanti (*We will discuss this later*)
 457 Noel: So the next session that I wanted to discuss is regarding mark to market,
 458 okay? So mark to market is actually we talk about mark to market is just
 459 the comparison to the market prices actually and uhm I just share with you
 460 how CT does it and how Unimels does it. Okay currently now how do you
 461 daily update the market prices? For CT is using BB. BB will feed in the
 462 integration and loaded it in the system, automated and it will store twice a
 463 day if I'm not wrong. Is that ↑right?
 464 Adam: Twice a day =
 465 Noel: = Three times per day? =
 466 Adam: = No, once once a day. Usually ten pm at [night
 467 Noel: [Ten pm at night =
 468 Roz: = That's why [we ()
 469 Noel: [Twice. I think it's [twice]. Some is one time
 470 Roz: [Ah:]
 471 Noel: So it's actually done on a daily basis, automated okay? Unimels what it
 472 does, it's not applicable. They actually does the excel upload. That means
 473 it actually key in all the data by themselves and they actually upload on a
 474 daily basis et cetera from there. So that's uploaded and once it's uploaded
 475 what the system does it using the prices it actually helps you to show, to
 476 compare the market prices against your prices involves. Example your
 477 daily report will show this and this contract price is this and market price is
 478 this. So it helps you actually help you in daily basis. The management can
 479 see 'Oh they selling above market price or market price and for which
 480 contract' =
 481 Roz: = Another one day after lah =
 482 Noel: = Yeah the next day lah. So it actually helps your management to actually
 483 keep track of the trades happening. That's one thing ah the other
 484 functionality. This is from Unimels. Unimels actually has the () report. So
 485 what this does is actually it shows the contract level in green, yellow and
 486 red alert. Defining the () meaning right for instance I look at the shipment
 487 mark in July this contract will actually show you a status of course now is
 488 just the word uhm: uhm: yellow lah. But we can modify such that the
 489 whole thing to become coloured yellow. So this way right [we can see -
 490 Roz: ((laughs))
 491 Maz: [Adui kenapa
 (Oh dear why) ((laughs))
 492 Noel: ((laughs)) I'm not sure how or why lah. They just want the automated click
 493 lah. So this shows you right, at the graphical level very quickly which
 494 context you should be zooming on. 'Cause this limit that you set here right
 495 are set by users. Let's say right thirty dollars more is red limit between ten
 496 to thirty dollars is yellow =

497 Roz: = I reckon this is when they have not get the supply sold. They have not
498 got the product and market is at that level already =

499 Noel: = [I'm not too sure: Yeah

500 Roz: [Because that's the use. I think so that's how they're trading and they
501 want to monitor this while for us is that all the time we want to sell you
502 know?

503 Noel: = Yeah I'm not too sure why they are doing this. It depends on the [role]

504 Maz: [Ah
505 yes] =

506 Noel: = Of their materials in their product. So it helps them lah to monitor and
507 this is actually the live data lah =

508 Roz: = Live uh =

509 Noel: = Anytime you click on it you will see the updates of the contracts =

510 Roz: = The whole position that is not covered lah I think so.

511 Noel: So this is I guess this goes back to whether this system is applicable for
512 MS because you are using extra prices =

513 Zak: = Yeah leave it to my team lah =

514 Noel: = I mean I think the first question is how can we update the products
515 [into the -

516 Roz: [Ah: ah yes

517 Maz: [I think that's applicable

518 Noel: Market I think that the first question first [before we go into this

519 Roz: [Ah: the the price daily to ()

520 Noel: Because you have extra prices right how?

521 Roz: You've BB ↑also?

522 Zak: We have BB but we don't have apa tu Ashtra and KP price. Dekat BM tu
523 [it's automated (*We have BB but we don't have what is it called Ashtra and
KP price. At BM it is automated*)

524 Roz: [Oh that one different website yer (*Oh that one is in a different website
right*)=

525 Maz: = Tapi buat dengan Excel kan? (*But it is done with Excel right?*)=

526 Zak: = BB code. Tapi tak dalam bentuk: (*But it is not in the form*)

527 Johari: SFS =

528 Zak: = Untuk average? (*For average*)

529 Johari: SFS for all the Ashtra price and [then-

530 Roz: [Oh not, not individual =

531 Johari: = Not for individual agents =

532 Roz: = Ah:

533 Noel: But you currently have an excel file that manage? Do you have an excel
534 file? =

535 Roz: = For different website =

536 Zak: = We have lah [for daily price lah

537 Johari: [Usually it's easier for Ashtra price from the website in
538 PDF form =

539 Roz: = PDF. PDF? =

540 Johari: = Ashtra is in PDF =

541 Noel: = Yeah PDF will not be able to. You can't read from the PDF. It's not a
542 structured document =

543 Johari: = So we maintain excel? =

544 Maz: = Maintain excel boleh upload because ke CSC. Tapi kalau PDF tak boleh
545 lah. (*It is possible to maintain excel to be uploaded because of CSC. But if
it is PDF it is impossible*)

546 Noel: = But actually if you maintaining in excel I mean, just a suggestion then
547 we can look in your excel and SQ whether we can actually similar to
548 Unimels, excel upload the data. I mean it's gonna be a nightmare if you are
549 going to enter into the system =

550 Roz: = No ah: no =

551 Noel: = It is a nightmare. But we can actually explore uploading your excel into
552 the system. But would your excel have all the necessary information for us
553 to identify the mark to market price?

554 Zak: We can develop that lah if we want to.

555 Maz: Tapi sebab kita dah ada template dah from Unimels. Different info jer (*But
it is because we have the template from Unimels. It's just the different info*)
=

556 Zak: = The info: the info, the info. It's not the info lah. The info is already
557 available lah =

558 Noel: = Whether the output helps =

559 Zak: = Ah whether this one [is -

560 Roz: [meaningful]=

561 Zak: = Meaningful to us or not. We can have the data. [Whether we really need

562 Roz: [So: okay data is not the
563 issue =

564 Zak: = To check against the market. Macam mana? (*How*) =

565 Noel: = Okay. I guess the second point is whether we [need to

566 Zak: [Ah because we really: this
567 is a more of the benchmarking lah, Puan. To ensure that we dun sell lower
568 than the market price. That's the purpose of this right?

569 Noel: = Yeah

570 Zak: But the issue is here in MS it's just we dun like it's not like in (place
571 name) we can have one fixed price as a benchmark for the whole country
572 the (place name). In (place name) we have many, many benchmarks
573 different region, different benchmark. So how you going to handle that? =

574 Noel: = When you say different regions means that let's say for instance this oil
575 in this region is a different benchmark altogether? =

576 Johari: = (place name) is different, (place name) is different also =

577 Roz: = So when you upload into your excel every day, every day different,
578 different regions. Every day? =

579 Johari: = Every day =

580 Noel: = Then within the contract will I be able to understand and know which
581 contract is from which region?

582 Zak: From the contracts? =

583 Noel: = Yeah =

584 Zak: = This region? Mill region =

585 Noel: = Mill region right? So we can compare the mill region against that region
586 we'll still be able to show the correct regional price. That means when we
587 look at this contract price right, this is of course the contract price lah.
588 When we look into the end to end price in your excel, we see your region,
589 based on your region that price at that time. Would that be applicable? I'm
590 just checking because since you say that region is inside there, this one I'm
591 just looking at simplicity lah. If you got region maybe we can still match.
592 But if the region is in the system in the contract =

593 Roz: = Yeah. Capture in the system =

594 Noel: = Can still match but [-

595 Roz: [Do you key in region tak? In the system =

596 Noel: = Because you using the mill system right? =

(Dialogue edited)

597 Johari: [One thing -

598 Noel: [Oh that one by ports lah. That one is different ports, different pricing that

599 one is straight forward =

600 Zak: = No, no what Bib is saying is that apart from different region, regional

601 pricing the other things we differ is the terms of the company. FB is totally

602 different. SP is different pricing. FI is different pricing. I'm sure the

603 system will take one price only =

604 Maz: = Tak (*No*)=

605 Zak: = Okay if four regions [four price

606 Maz: [Tak by the ini ↑lah (*No by this*) =

607 Zak: = Regional lah I said. So we have four price because four regions =

608 Maz: = Ah: =

609 Zak: = Katakan lah ↓ya contohnya for example lah for region, four prices =

610 Noel: = On top of that [we know there's another price

611 Zak: [On top of that another level you know? We have [four

612 Maz: [FB

613 semua ada

614 Noel: = Okay maybe I share with you what CT has now. CT doesn't have a

615 region definitely doesn't have like what you say. But what they have is

616 different terms. Like FB what's the price FB Dupa at different ports? FB

617 rubber deck all got different price. So that's the system. What we don't

618 have is the region level only. We're adding another level to the system but

619 I've got a question. When we talk about region level is it possible but I

620 don't think it's possible lah but I want to clarify will you be allocating a

621 mill to two different regions for one contract?

622 Zak: One contract to two different regions? =

623 Noel: = Yeah =

624 Zak: = Two different mills =

625 Noel: = In different regions. Geographically it shouldn't be lah but is there a

626 possibility?

627 Zak: No, normally is the price is already fixed =

628 Noel: = You will be allocating to the [same

629 Zak: [Even if you are allocating to other regions

630 the price remain that region price. Contract price. [No -

631 Noel: [No, no I know I mean

632 but if you compare the system to two mills to [different region] then I'm

633 quite confused =

634 Roz: [Quite confused]

635 Zak: = Oh =

636 Noel: = Which region should I use? You get what I mean? =

637 Zak: = Oh yes =

638 Noel: = That's my worry only. If you have that scenario =

639 Zak: = Ah:: it'll happen that way =

640 Noel: = It'll happen that way lah

641 Zak: Because you are taking from the mill region =

642 Noel: = But how would you know which region the system should be? Let's say

643 lah that you are doing the manually comparing, which region you should

644 take since it's the allocated region? The mills. Since it's allocated to two

645 different region, which regions you will take or random you take or how? =

646 Zak: = No, no we stick to [the
 647 Noel: [To the initial contract region lah =
 648 Zak: = When we click the contract we already know what's the pricing.
 649 Noel: Oh::
 650 Zak: We use the price region, not mill region =
 651 Noel: = Not mill region lah. So actually if I turn the question around is that at the
 652 contract level, if I create another field which says the region the pricing
 653 stays on will help instead of me comparing to those region?
 654 Zak: Yeah I think compare against [the the region
 655 Noel: [The contract region is better which you are
 656 already using it to compare. So that's er possible enhancement which solve
 657 all your problems.

(Dialogue edited)

658 Zak: Maksudnya satu Ringgit (*Means one Ringgit*). It's not necessary fix to one
 659 Ringgit pricing. Can be KP, KP Ashtra. Every day the price is quoted.
 660 Sometimes there is no price at all quoted for the particular benchmark =
 661 Noel: = So you will use [another
 662 Zak: [We use another benchmark
 663 Noel: Oh::
 664 Zak: That's [the -
 665 Maz: [Not necessary there's a pricing lar. From the Ashtra pricing lah =
 666 Roz: = Then different costing different minus or plus lah =
 667 Noel: = Which are different types? Ashtra? KP and? =
 668 Zak: = These two lah =
 669 Noel: = These two lah? So you'll be fluctuating between two lah. Either or or
 670 lah=
 671 Johari: = Either or
 672 Zak: You cannot fix to one lah. That means katakanlah (place name) we fix to
 673 [KP semuanya
 674 Noel: [But I don't understand the contract pricing, that time you don't actually
 675 choose between Ashtra or KP? Would you choose something like that
 676 when you create the contract or no?
 677 Johari: Er: No. There's a flexibility la. I can [choose Ashtra
 678 Zak: [The [capabilities depends on the
 679 price la
 680 Noel: [No since actually I'm thinking
 681 through right I'm actually building for you the region. Might as well
 682 enhance the region that include KKS region. Instead of you putting region.
 683 Let's say er (place name) for example. You can actually put KKS (place
 684 name), Ashtra (place name). We can choose which region, which KKS you
 685 can save. Once you done that, you can match against that particular price.
 686 Would that?
 687 Johari: If you can do that, we can choose lah either one =
 688 Noel: = Because if it's just two, we can choose lah either one. Is like a master list
 689 where you can add. Which is happening to the actual price so that master
 690 list you add itself right instead of just putting one region (place name). You
 691 can put KKS (place name) Ashtra (place name). When you choose right,
 692 you have the option to choose two different in one region right two
 693 different possibility Ashtra or KP and next time maybe KKS.
 694 Johari: KKB

695 Noel: = KKB. Sorry ((laughs))
 696 Johari: KKS ((laughs))
 697 Roz: Har kenapa? =
 698 Maz: = KKS. Kementerian Kelapa Sawit (*Ministry of Palm Oil*) ((laughs))
 699 Roz: ((laughs)) Kenapa KKS ni? (*Why ministry of palm oil?*)
 700 Zak: ((laughs))
 701 Maz: ((laughs))
 702 Noel: In the future you can add another one which is I'm making sure [the
 703 system is -
 704 Maz: [But it's
 705 either or. It's either or. You cannot be both right? =
 706 Noel: = Eeyah. Cannot be both. Ah it doesn't make sense if [it's both lah. It's
 707 either or.
 708 Maz: [Dia boleh. (*He*
 709 can). User connection. You pick lah
 710 Johari: Sometimes one day it can be Ashtra or KKB if there's a price. But we have
 711 to choose either one.
 712 Noel: Yeah [you choose
 713 Johari: [We choose the best price for us to use =
 714 Noel: [Once we select
 715 Roz: [Compare the highest kan? =
 716 Johari: = Compare the highest .But it's not necessary Ashtra today [tomorrow not
 717 Ashtra
 718 Noel: [Yeah
 719 tomorrow might be different. But [definitely we have to -
 720 Roz: [Very complex your comparison. Very
 721 complex [the -
 722 Maz: [Banyak kerja lah (*Too much work*) =
 723 Roz: = [Banyak kerja (*Too much work*)
 724 Maz: = [Sebab different, different every day different (*Because it's different*)
 725 Noel: = [Yeah. That's why when we do master list we can have more to add =
 726 Maz: = So we look at contract level lah. The contract can be different, different.
 727 Aiyoh =
 728 Johari: = For Timor we use Ashtra Utara
 729 Maz: Sehari berapa kontrak ya? (*How many contracts in a day?*) =
 730 Roz: = Average? Thirty?
 731 Johari: Average ten.
 732 Maz: ↑ Oh, banyak daripada CT (*more than CT*) =
 733 Zak: = Ya↑lah you jual beratus tan, kita jual beribu tan, ok? (*Of course. You sell by hundreds of tonnes, we sell by thousands of tonnes, okay?*) =
 734 Maz: = Yalah got it, got it. ((laughs)) Sekali dengar tiga ribu, lima ribu (*We hear 3 thousand 5 thousand at one time*) =
 735 Roz: = But I want to know the CT, because CT you ↑know got problem with
 736 BB=
 737 Noel: = Yeah I know =
 738 Maz: = That's BB lah.
 739 Roz: Ah with delayed number in BB can we have excel uploaded also? =
 740 Maz: = Ah? =
 741 Noel: = No no this is for CT only ((laughs))
 742 Roz: For CT only? Combination? I dunno. I'm just throwing: =
 743 Noel: = It's it's possible, it's possible =
 744 Roz: = Because: Ana keep on writing that FB price manually. Almost. ↑Lecch

(*Troublesome*) =

745 Maz: = Boleh. Siapa pun boleh. (*It's possible. Anyone can do*) Like ↓ I don't
746 have time with you anymore. My time is with MS ((laughs))

747 Roz: ((laughs))

748 Noel: It's possible yeah =

749 Roz: = Possible to have BB and another thing is excel =

750 Noel: = Yeah

751 Roz: [Then we dun have to write anymore -

752 Maz: [That's why even though: =

753 Noel: = Okay we have separate discussion and this is to make sure is
754 applicable =

755 Maz: = Yeah this is applicable and we do on proper SRS =

756 Roz: = Okay ↓ takper. (Nevermind). Maybe you've to prioritise this. I dunno lah.
757 Maybe we KIV dulu lah okay? (*Maybe we KIV this first, okay?*) Are you,
758 are ↑ you: how many items you have? =

759 Noel: = Ah: this is actually just we've got quite a few more items actually =

760 Maz: = A lot!

761 Roz: Okay don't spend time on here. We've got more critical items =

762 Maz: = Perlu ke tak? Itu jer. Perlu [itu kita kena (*Is this needed? That is all. If
needed we need to*)

763 Zak: [Okay if we need, we need to sit down and
764 understand it =

765 Noel: = Yeah and modify it. Okay? Can =

766 Roz: = KIV dulu lah (*KIV first*) =

767 Noel: = So we finish one session. We've got nine more sessions to go but this is
768 one of the big sessions already lah just to let you know. We are covering
769 the logistics part. So the logistics part is the UHM perspective, okay? Most
770 of these transfers are Unimels. So what Unimels has: is the maintenance of
771 vessels. They have the vessels as the master data, okay? So they actually
772 have list of all the vessels they have to be shipped out okay? This is
773 actually for example lah they using the transport master company actually
774 while we build a separate master list for you where you can actually let's
775 say for instance, each of these are vessels. You actually select from the
776 drop down list what are the vessels. So what's the good point is once you
777 select the vessels, you probably based on what the info of the vessel. The
778 last info you entered =

779 Roz: = So we have historical data of the vessel =

780 Noel: = Historical data. Let's say A, B, C vessel. All those will have the
781 historical data and pop out the last entered start end date. So for the first
782 thing you have to enter yourself. But after you entered the second one all
783 will be the old data =

784 Roz: = I think it's all good for you all especially you are entering the barge
785 yeah. So it's almost similar because CT don't have this =

786 Noel: = So once you've done that creating vessel as your master list you can
787 actually create reports already. Okay. Because we're standardising the
788 vessel names. If we enter user it's not standardised. Someone will name it
789 vessel A and small caps et cetera. If you do drop down it's standard. You
790 can only choose based on what it's entered okay? Once you standardised
791 this will help you to generate certain reports. These are the info so I can
792 actually select which period and et cetera =

793 Roz: = I think I want to ↑ share with CT, you know =

794 Noel: = Yeah this one might be also helpful =

795 Roz: = they're doing manually excel and only the group can see =
796 Noel: = Yeah. They also segregate the sections. This is under the scheduling part,
797 status, invoice is it send or receive or [not
798 Roz: [Ah it effects your shipment per
799 contract basis =
800 Zak: = Okay we want this but after we've a final gathering then we do our
801 meeting. You come back to us lah because this is mainly for export.
802 Noel: Yeah. This is for export.
803 Roz: What about your shipment? =
804 Zak: = Locals we dun do =
805 Maz: = Kita maintain ↑tau yang ini as [a- (*We main this you know as a -*)
806 Roz: [Kita kena maintain aper? (*What do we*
need to maintain?) =
807 Maz: = Maintain mas:ter data =
808 Roz: = Ah: tak ↓per. Sekali. One time. (*Never mind. Once. One time*)
809 Maz: Barge banyak kan? (*Many barge right?*) =
810 Roz: = Takder ↑lah (*Not really*)
811 Zak: So for local one even though kita main barge but we skip the features lah.
812 We dun want to [- (*So for the local ones even though we use barge but we*
skip the features then. We do not want to)
813 Noel: [Too much details
814 Zak: = Yeah. Too much details already. Because our local shipment is very
815 simple =
816 Noel: = There's no tender process as well, right? =
817 Zak: = Very sim↑ple lah =
818 Noel: = Just like a normal lorry =
819 Zak: = Yeah in the future when we export, this will be relevant lah. We need to
820 tender that document
821 Noel: So actually this one is more[-]
822 Roz: [CT] ((laughs))
823 Maz: ((laughs))
824 Noel: = Yeah. CT. In a future for you ↑lah. In the future you refining it.
825 Roz: But macam mana you put in the system already kan? BL semua petition
826 semua tu tak perlu ya? (*You have the data in the system already right? All*
of BL's petition need to be in right?) =
827 Zak: = Kita tak export pun. BL ada lah tapi kita enter lah info dia. (*We are not*
828 *exporting also. We have BL but we just enter the info*) That means shipping
829 book we don't maintain ↓lah =
830 Noel: = Okay =
831 Maz: = Ini bukan shipping books kan? (*This are not shipping books right?*) It's
832 not [part of the -
833 Noel: [No this is more toward the ocean dispatch
834 Maz: [Ah:
835 Zak: [I see, I see. Only we don't really [apa tu
836 Noel: [Enter
837 Roz: [Do: does Unimels use this extensively?
838 Noel: = Ah [they develop this -
839 Maz: [They do. They requested it =
840 Roz: = They requested it?
841 Noel: It is customised just for [them =

842 Maz: [Ah ah ya
843 Roz: = Other other of your client don't have? =
844 Noel: = I'm not too sure about that =
845 Maz: = Tak ↓ada. Buat apa kita just nak bil 'Oh I've this model already and just
846 buy? (*None. What for we bill 'Oh I've this model already and just buy?*)
847 Maz: Ah:
848 Noel: This is again just to let you know the vessel info. So it actually shows you
849 what's loaded how much TPO, how much [ah -]
850 Roz: [Products] =
851 Noel: = Yeah products et cetera. It gives you a good idea. So again this is more
852 for exporting, okay? And this is again quantity variants. I'm loading how
853 much and discharge how much. What's the variants for each vessels and
854 this again is the quantity report for suppliers. What's the loading quality
855 analysis and compared to discharge quality analysis, okay? This actually
856 shows =
857 Roz: = They update this? They really should update this yah =
858 Noel: = Yeah =
859 Roz: = Do we have access to Unimels? =
860 Zak: = No Puan [kita tak der (*No Puan. We do not have*)
861 Maz: [No =
862 Roz: = Cause I really want to see =
863 Maz: = Oh yeah we cannot ↑lar ((laughs))
864 Noel: So again quality report .[Any questions on -]
865 Maz: [Just like they ask you to grade CT boleh tak?] (*If
they ask you to grade CT is it possible?*) =
866 Roz: = Kenapa? We can see MS. [View (*Why? We can see MS. View*)
867 Noel: [Okay this is, this is [any questions on the -]
868 Maz: [You allow lah? If ↓lah
869 they ask]
870 Roz: No we head office ↑mah =
871 Maz: = I know. You don't have a say. That one is under Tan Sri =
872 Roz: = Tan Sri =
873 Noel: = So any questions on the vessel? I think I'll categorise this in the future
874 you might need. But currently now it wouldn't. This whole session, right?
875 Okay let's move [forward
876 Maz: [Quality or quantity? =
877 Noel: = Quantity =
878 Roz: = Quality and quantity =
879 Noel: = Quality, quality report by LP =
880 Maz: = Ah? This is what they ask kan? It's not for Unimels =
881 Noel: = This is for Unimels, Unimels =
882 Maz: = You serious? =
883 Noel: = Yes. Quality report.
884 Roz: = I think you've to share that one with the CT lah =
885 Noel: = Ah yeah. We are scheduling another round for this. Okay just now was
886 Unimels enhancement. Now we're going back to CT enhancement for gap
887 perspective. Ah this is the export functionalities that we develop for ah CT.
888 This is more for LC. Do you do LC here?
889 Johari: Yeah but very seldom lah =
890 Noel: Very seldom. Okay. This is just the extra functionalities because when you
891 sometimes do LC itself your wordings might not be corrected. Maybe you
892 spell wrongly when you do LC. But then when you generate the invoice, it

893 has to match the LC itself. So the problem is the system will generate
894 whatever is the correct spelling but LC might not be depending on how
895 you submit your documents. So what we do is we give the functionality
896 where you export the whole invoice to excel format. Then you can do the
897 amendments and then you can do it for submission to LC doc and et cetera.
898 Roz: This one we have to share with Zam.
899 Maz: Hmm? But this is CT punya (*But this belongs to CT*) =
900 Roz: = I know I know. But we've to highlight to them it's new kan? New
901 function =
902 Maz: = [Ah: ini dah lama dah (*This is old*) =
903 Ace: [Eh Puan. They know. They have requested for it =
904 Noel: = Yeah. It's been for quite some time already =
905 Roz: = Is that the one that [macam (*Is that the one which is*)
906 Maz: [LC invoice ah: ↑yah lah =
907 Roz: = Ah:: but [I dunno whether
908 Maz: [Krishna is doing it, using it =
909 Noel: = Okay this may not be applicable to you =
910 Johari: = But we may use it ↑lah =
911 Noel: = Yeah you may use it ↑lah. Okay. So this is the extra functionality of
912 course we create security. Not everyone can do this lah because it's
913 dangerous. Once you export to excel and do things to it right, you might
914 send it out accidentally and change the figures. Which is dangerous. So
915 how we control it is whenever we click on this, we actually put it on
916 contract log then click on this export to excel. So you can trace back
917 anything happen right, who was responsible to send out the document
918 issue. So we put security places to ensure there are no one misuse it.
919 Zak: So one will export to excel then [we can do
920 Noel: [Amend it. But take note whatever you
921 mend is outside the system =
922 Zak: = Okay =
923 Noel: = the system does not record what you mend but because we hope it's just
924 mending the only wordings and not the figures. You shouldn't be
925 amending the figures lah.
926 Maz: Kalau kita tersalah [type ker tu atau (*If we mistakenly type that or*)
927 Roz: [If let's say we type that one and print, it won't
928 update =
929 Noel: = Oh no, no ,no. They can't. ((laughs)) System not so smart
930 Roz: ((laughs)) That means we don't know the final one ↓lah.
931 Maz: Not in the system =
932 Noel: = But of course you can actually save it back is the attachment inside the
933 contract [as well. You] can do it lah. But no one does it.
934 Maz: [Dia tak buat] (*It does not do*)
935 Noel: So that's for LC functionalities. Just want to confirm this one is applicable
936 for you as well, okay? The monthly logistic report. I think we went
937 through actually the last gap analysis et cetera. Just want to refresh
938 whether this is applicable for you actually? It shows actually all the
939 contract info, the buyers, price, value, vessel name. At one shot you can
940 actually see your whole shipment actually from tender all the way to
941 discharge. Would that be useful for you?
942 Roz: We go by monthly breakdown. How's your breakdown for monthly? =
943 Noel: = It goes by shipment period or auto basis like CXOB basis or kind of
944 commodity

945 Roz: Oh: commodity =
 946 Zak: = But the info comes from which book? The goods dispatch or ocean
 947 voyage book?
 948 Noel: Your actual contract =
 949 Zak: = Har? Ocean voyage? Provided we update ocean voyage daily then the
 950 [report will be
 951 Roz: [The PL semua date (*All of PL's dates*) =
 952 Noel: = But let's say [for instance. Do you know how to enter?
 953 Zak: [If you got new date:
 954 Noel: You BL inside your system now?
 955 Zak: What? Ocean voyage? Ada? (*Got?*) Tidak tu? (*There are?*)
 956 Johari: Ah:: fulfil ↑ment =
 957 Roz: = Fulfillment
 958 Zak: Bukan. Di Ocean voyage. Ini ocean voyage local. (*No. At ocean voyage.*
 959 *This is the local's ocean voyage*) For shipment we don't [really input all
 this
 960 Roz: [This one don't
 961 come from ocean. It comes from fulfilment yang ini:: report =
 962 Noel: = Har? No, no no. This one is ocean voyage.
 963 Zak: [Ocean voyage]
 964 Maz: [Ocean voyage]
 965 Noel: Because this is actually ocean voyage. You've: final invoice. I believe for
 966 your side you don't have that? =
 967 Zak: = No:: I think we need this lah
 968 Noel: Maybe okay we need to: to extract info for your side on all different
 969 barges. We get customers from the data =
 970 Roz: = Ah::: all the data
 971 Noel: We can discuss in detail how [-
 972 Roz: [Customizing
 973 Noel: Customizing to suit you actually to see end to end =
 974 Zak: = But this goes by contract right? What happens if one shipment has many
 975 many contracts? =
 976 Noel: = One shipment might have many or? =
 977 Zak: = Because this is per contract =
 978 Noel: = So you want to group ? Because I want to check with you because one
 979 contract can have multiple. So it should be at contract level, I assume =
 980 Zak: = Yeah that's what I said. This goes line by line to contract =
 981 Noel: = Yeah
 982 Zak: What happen if one barge has [-] ah.
 983 Noel: [multiple] =
 984 Zak: = Multiple three to four contracts =
 985 Noel: = (*Details edited*) But then when you enter the barge info you will take in
 986 each contract how much et cetera, correct?
 987 Zak: So it'll just repeat ↓lah.
 988 Noel: Provided whether you want to see it at the contract level or barge level.
 989 That means contract level or barge level.
 990 Johari: Should be contract. Because barge can be used for any contract. We also
 991 can re-enter again =
 992 Noel: = Yeah and you can have a lot of info which you don't want to see.=
 993 Roz: = Even as you say, we should have month first. Katakan you want to see
 994 Jan to June (*Let's say you want to see Jan to June*) =
 995 Noel: = Ah the details we can go later. But [definitely

996 Maz: [This is going by shipment kan? =
997 Roz: = Yeah but Jan to June punya you lump semua. I want to have a
998 breakdown, Jan to June berapa? March berapa? (*You lump everything from Jan to June. I want to have a breakdown. How much is it from Jan to June? How about March?*)=
999 Noel: = A breakdown lah. We can discuss the details how what's the best way
1000 you want to show =
1001 Roz: = And you can extract whatever data from the fulfilment. Not from the
1002 ocean voyage =
1003 Noel: = Yeap yeap.
1004 Roz: Maybe you should ask for report. Our mistake Shar last time last time we
1005 didn't ask for report. Nak mintak report lupa until ↑towards the end. Betul?
1006 (*Forgotten to ask for report until the very end. Right?*) Every↑thing
1007 anything you want the function ↓kan you think what you want from the
1008 function. Seriously. Think it together- gether. (*Let's think of this together*)=
1009 Noel: = Erm =
1010 Roz: = From my experience, we make a mistake on the part. Pasal itu kita cakap
1011 master report itu that one. (*That is why when we discuss master report is that one*). Everything also we must bear in mind.
1012 Zak: Kita tak perlu maintain excel lagi. Kita monitoring jadual semua ↓kan.
1013 Update ocean voyage semua tu ↓kan (*We do not need to maintain excel anymore. We monitor all the schedules right. Update all the ocean voyage right*) =
1014
1015 Roz: = Ah idea is to get away from excel. But from here you can also export to
1016 excel =
1017 Noel: = That's why what we can do actually something you can help us do
1018 [you]
1019 Roz: [reports] =
1020 Noel: = Can send me your excel [files]
1021 Roz: [Sample reports] =
1022 Noel: = Then we can see how [we can actually judge]
1023 Maz: [You see we do our own excel] the excel [will -
1024 Noel: [Because
1025 your excel info is extracted from LC right? Most of your info. =
1026 Johari: = No. We enter separately =
1027 Roz: = Enter separately ya? The idea is to memang lah, we're used to do the
1028 report, you like it that way you know, but if can have that in the system do
1029 without having to key in again. Right? In the excel. Save time [save error
1030 Maz: [Ah this one
1031 can [share
1032 Roz: [Ah can share =
1033 Maz: = Data is centralised also. It's not lost. If PC kaput (*is down*) then how?
1034 Roz: Ah: lepas tu (*after this*) ah:: another factor. That's another factor we need
1035 to develop lah =
1036 Maz: = And you can always manipulate the data in excel balik (*back*) because
1037 you can generate in excel =
1038 Noel: = So now you don't enter the data into the barge in CSC is it? =
1039 Zak: = We enter la but not in ocean voyage =
1040 Johari: = We do the fulfilment =
1041 Noel: = Then you enter the [full details and tender
1042 Johari: [It depends, we never touch the [ocean voyage
1043 Maz: [Because the ocean

1044 [voyage -
 1045 Zak: [I can explain [why
 1046 Noel: [No but I understand =
 1047 Zak: = I explain why we skip that process [At the moment] to be honest with
 1048 Maz: [Okay okay] =
 1049 Zak: = You, we don't update ocean voyage. So we [cannot] generate the report.
 1050 Maz: [Okay]
 1051 Zak: In the future [-]
 1052 Maz: [applicable]
 1053 Johari: In fact in the future we are using ocean voyage. But we still need this
 1054 because we can extract info from whatever we can from fulfilment.
 1055 Because all the info here is stated like BL date, numbers et cetera can be
 1056 put into receipt. We can extract [from the data
 1057 Maz: [So we need to learn why we cannot use
 1058 that thing because why, the system is ready, you can tender, you can do
 1059 physical. It's inside the fulfilment. It can come into the fulfilment. So
 1060 we've to [understand ↑lah later
 1061 Noel: [I think what we can do is again once we start gathering of
 1062 requirements we actually look at the report in detail and current problems
 1063 how it feeds into [the report
 1064 Zak: [Yeah yeah. We should look into that way, instead of
 1065 asking us to do this but to look at what we are doing now =
 1066 Noel: = Oh yeah, yeah =
 1067 Zak: = Can you fit into this? =
 1068 Noel: = Yeah definitely. This one is to let you know what you have. If it's
 1069 application, I put this as an item and we discuss it in detail 'Okay this is
 1070 something that we definitely want in future and how we can fit it in' =
 1071 Zak: = Ah: that's the [right way
 1072 Roz: [Yeah yeah of course =
 1073 Zak: = Otherwise you want to check our process sekarang (*now*)=
 1074 Noel: = Oh no, no. But our [intention is not to change
 1075 Roz: [Our idea is to minimise your work to [eliminate.
 1076 Buat aper – (*What for*)
 1077 Noel: [The extra
 1078 work so that you can use the extra time to make decision. So that's our
 1079 intention okay?
 1080 Zak: Okay.

Data 2

- 1 Maz: This one is actually to ensure that the contract is confirm then when you
2 print for the buyer kalau ↓tak ini masih dalam bentuk actually draft. (*This*
3 *one is actually to ensure that the contract is confirmed then when you print*
4 *for the buyer if not it will still be in the form of draft*) Because it has not
5 been confirmed. If you look at the flow of the ST:: the confirm is actually
6 the traders doing it ((laughs)). Not anybody else support =
- 7 Zak: = Okay. We want this.
- 8 Noel: Okay the ne:xt one may not be applicable for you. Is refer to the tolling
9 contracts. Do you have the tolling contracts?
- 10 Zak: Coming ()
- 11 Maz: Oh. Coming.
- 12 Noel: Yeah, if it's something like that: what we're actually is the field to indicate
13 the tolling itself, and once you posted itself when you look at the contract
14 reference, there's actually T behind to indicate tolling. So what this does is
15 easy identification. Second, also monitoring your P and L. It's easier for
16 you to monitor P and L, which are the tolling contract and non-tolling
17 contract.
- 18 Maz: In report you can see one: one: one: and without. Kita tak nampak
19 ↓ma:cam tu yer (*We do not see that right*)=
- 20 Noel: = So this one to let you know [the small enhancements ↑lah]
- 21 Maz: [Tapi ini bukan kontrak] you kan? Kontrak
22 [you lain kan?] (*But this is not your contract right? Your contract is*
different right?)
- 23 Roz: [Ini bukan ker] to () (*Is this not to*) =
- 24 Zak: = Ini different lah. Ini:: untuk MS different kind of tolling because slightly
25 different from all the [tolling] (*This is different. This is for MS it is a*
different kind of tolling because it is slightly different from the other
tolling)
- 26 Maz: [Yeah lah]
- 27 Zak: The concept is still tolling but the arrangement is not as what exactly CT
28 is doing at the moment =
- 29 Roz: = You want to differentiate the tolling? =
- 30 Zak: = Er: =
- 31 Roz: = If you want to differentiate, might as well reduce kerja. If not tak payah
32 lah. (*If you want to differentiate might as well reduce the workload. If not*
do not need to) =
- 33 Zak: = Our tolling the process is different means: MS will sell to TPS and [TPS
34 to sell the subsidiary] =
- 35 Roz: = To its sub holding lah
- 36 Noel: [To
37 TPS and then it's the actual sale] already =
- 38 Roz: = It's buy and sell =
- 39 Noel: = Buy and sell. Then it's not tolling already because you are not holding
40 the inventory =
- 41 Roz: = We can go charge how much tolling fee semua (*We can charge the sum*
for all of the tolling fee) =
- 42 Maz: = Yeah tolling fee =

43 Roz: = That's the real tolling =

44 Noel: = Okay this one not applicable =

45 Zak: = Not applicable lah unless ↑aper the group ask us to do tolling then we

46 must do (*Not applicable unless the group asks us to do tolling then we must do*)=

47 Roz: = Tak↓derlah. (*No*) Not yet =

48 Maz: = We keep this in mind ↑lah yar =

49 Roz: = But later assuming base ada you can straight away use it right?

50 (*Assuming there is a base you can straight away use it right?*) Yes, no? =

51 Noel: = ↑Can lah. We can always switch on the function. It doesn't create any

52 problem with you =

53 Zak: = Is it a different book? Is it the same book? =

54 Noel: = No no. It's [the same book]

55 Maz: [Kontrak tu ada. Suffix jer.] (*The contract is there. Only the suffix*) =

56 Noel: = Yeah. Just the suffix =

57 Roz: = So masa [you buat ↓kan you] just say tu tolling ke tak? (*So while you were doing it you just say whether it is tolling or not?*)

58 Noel: [Yeah what will] happen is actually the creation of contracts

59 you have the extra field the international unit, you got another tab that says

60 tolling or not. You just key yes or no =

61 All: = Ah::

62 Noel: Once you put yes right I'll take note of tolling put suffix there as yes =

63 Roz: = I think you just have it there [you don't have to take it

64 Noel: [It's a small thing lah. You don't don't::

65 ignore it lah =

66 Zak: = Oh: ignore it =

67 Maz: = So default tu =

68 Roz: = Default to know ↑lah. Deploy but default to know =

69 Noel: = Okay. So the next one: is actually regarding:: I'm not so sure you've

70 different law for different contract =

71 Zak: = What do you mean by law version? ((laughs)) =

72 Roz: ((laugh))

Maz:

73 Noel: = That means the contract is much longer. Because in CT there are longer

74 contract right? Some contract are longer that means the [terms are longer]

75 Maz: [Export contract]

76 Noel: Yeah. Export contracts =

77 Maz: = Like the wages and macam- macam (*Like the wages and others*) =

78 Zak: = Oh:: Law page yer =

79 Maz: = [↑Ah:]

80 Zak: [I thought ↑what ((laughs))

81 Noel: [Yeah yeah. So actually in short it allows you to see different tenders of

82 contracts. Not just one singular. Currently now you've one contract you

83 keep using the same contract. So in the future, you've one with two

84 different of contract with other terms you want to create this functionality

85 which allows you to select the other version of the [contract]

86 Roz: [Ehm]

87 Noel: Then you generate then you can print out the law version =

88 Zak: = So it's a template [lah]

89 Roz: [Ah:] template =

90 Noel: = Let's say four templates in the system lah. So currently CT has China

91 template, India template =
92 Roz: = This one is more more more for refinery lah. If you do export China,
93 India =
94 Zak: = Ah ah because refineries is coming [up kan
95 Roz: [Yeah sooner or later. Bila ah latest?
(*When is the latest?*)
96 Maz: ((laughs))
97 Roz: ((laughs)) Moving target
98 Zak: Ada contoh ↑ker untuk ini ker? Ada contoh ni tak? You got the example
99 ker Noel? (*Is there an example for this? Is there an example or not? Do
you have the example Noel?*) =
100 Noel: = Ah: sorry? =
101 Zak: = Do you have the example?
102 Noel: [Ah:
103 Maz: [Ada (*Got*) =
104 Zak: = Not shown here lah =
105 Noel: = Not shown here =
106 Zak: = It's ok lah. Alright =
107 Maz: = Kalau dia [view (*If he views*)
108 Zak: [Ada five pages lah: De:pan de:pan (*There are five pages.
Front front*)=

109 Roz: = Dua tiga kut (*Perhaps two or three*)
110 Zak: Depan depan (*Front front*) =
111 Noel: = Three four pages I think =
112 Roz: = Three I think. First, second and third =
113 Maz: = Ah depan belakang. (*Front and back*)
114 Roz: Ah: (place name), (place name) berapa? Macam macam (*How much for
(place name) and (place name)? How much?*) =
115 Zak: = Ah you try to fit into one page yer? =
116 Roz: = Memang lah. Betul lah. (*That is why. That is right*)
117 Noel: Okay. This one is actually is more for () if contract here? () contract =

(Dialogue is edited)

118 Noel: If you can't deliver and you want to close this month you split to second
119 month =
120 Zak: = A, A.
121 Noel: AV. AV lah do you do that?
122 Bib: (place name): eh (place name) =
123 Zak: = Ja↑rang kita pakai tu (*We hardly use that*)
124 Noel: I just share with you what this does is when the contract split, we are
125 actually giving it another options right whether you want actually to do in
126 the invoice split () or parent the contract: =
127 Maz: = The [A B C
128 Noel: [The child will be AB et cetera but you might not want to displace
129 the AB =
130 Maz: = Yeah =
131 Noel: = You actually want to see the contract that gives you an option ↓lah. This
132 is the added functionalities. Because I think some of them want to show
133 the parent contract [still which is
134 Maz: [But the customer will be on the child [right?
135 Noel: [Yeah the
136 fulfilment is all on the child, the process is the same. It's only the invoicing

137 you got the option of which contract reference you want to us =
 138 Maz: = The invoices go to the child right? =
 139 Zak: = But I think it's more complicated in MS. Normally we ↑split the DO we
 140 don't split the contracts =
 141 Noel: = Oh: you don't split [the contracts
 142 Zak: [We allocate the DO to sales, not the contract. We got
 143 to remember that =
 144 Noel: = So ↑when you do the splitting of DO, you don't split the contract lah in
 145 short. But after you split the DO when you do printing out of invoices it
 146 refers back to DO, do you refer invoices to DO or contract? =
 147 Zak: = Both.
 148 Noel: Both. Okay, so let's say for instance when you split the contract actually to
 149 two DOs right, it will be DO A and DO B is it? Okay when that happens
 150 right when printing out the invoices would you refer to DO A or would
 151 you refer to original DO? =
 152 Zak: = No what I mean is that we don't split the DO =
 153 Noel: = Oh: you don't split the DO =
 154 Zak: = No I don't split the DO. One contract I can split it. It's like this you
 155 know. Say for example 1000 tonnes contract, out of 1000 tonnes contract I
 156 want to split it to 600 and 400. 600 becomes DO [One -]
 157 Noel: [Then [400]
 158 Zak: [400 becomes DO
 159 two. That's how we do splitting here =
 160 Noel: = Oh: okay, okay. That's not split ↓ting in the perspective =
 161 Maz: = They already splitted the thing =
 162 Zak: = Here, we split it that way here. So it doesn't effect the contract =
 163 Noel: = It doesn't effect the contract, you don't [split contract]
 164 Maz: [Ini kan dia [dah split lepas tu
 165 nak split again] (*This has already been split and now have to split again*)
 166 Zak: [I don't know how
 167 CT is doing]
 168 Noel: Okay the reason why they are doing splitting right:: I share with you again.
 169 It goes back to refinery actually. When you loading the ship itself right,
 170 you might not be able to deliver all, maybe in the contract you can deliver
 171 100 tonnes out of 1000 contract but then the ship has to sail but you start
 172 billing already. What they do is they start splitting the contract. 800 then
 173 ship sails first. The balance one, the other 200 they bill next month.
 174 Zak: Oh:: in our case not applicable ↑lah =
 175 Noel: = Not applicable.
 176 Zak: We already have our DO system which is perfect for us al↑ready =
 177 Noel: = Yeah your [DO is actually: actually: actually you use] your
 178 Zak: [It's already managed already]
 179 Noel: DO to manage =
 180 Zak: = Yes it's catered for that scenario
 181 Noel: Erm:: it's ok. This [one not applicable]
 182 Zak: [We don't need this]
 183 Maz: I thought this one is for Unimels last time. This say 15 000 go to (place
 184 name) ↑lah ini lah. That's how it becomes like this =
 185 Noel: = Oh no no no =
 186 Maz: = No ah? This one? =
 187 Noel: = This is CT one =
 188 Maz: = This is CT like I said =

189 Noel: = Oh:: Unimels CT =
190 Maz: = Ah ↑ah =
191 Noel: = Yeah I think so =
192 Maz: = In the midst of it, they said 'ei this one go to (place name) lah' half here,
193 half there =
194 Noel: = Yeah =
195 Maz: = That's why we ar: have this =
196 Roz: = Yeah. We want this. A lot a lot of flexi when we deal with (place name)
197 Noel: The next session when we go through is more on the billing enhancement.
198 More towards the billing side lah okay? So what happens: is that again this
199 one is more for shipment like Z and et cetera where you can actually
200 invoice ninety eight percent of the invoice value. So what happens when
201 you generate invoice for the contract, users have the option to generate
202 initial invoice that shows ninety eight percent or whatever calculation et
203 cetera. So whenever ↑I generate initial invoice the system will show up the
204 details which you actually see, the percentage of weight. So you cli:ck on
205 it, it will auto project initial invoice at ninety eight percent and the price.
206 That means you invoicing ninety eight percent. Does that happen here? I
207 don't think so much, right? If this you don't use ocean voyage that much,
208 this might not be used.
209 Zak: This invoice (0.1)
210 Noel: Initial invoice.
211 Zak: [This invoice
212 Noel: [For Z contract you do a provisional invoice [first.
213 Zak: [Mm
214 Noel: When you tender you can start invoice already. So when you start, you
215 can't invoice the full amount because you know that two percent tolerance
216 level, you invoice only ninety eight percent. So there's an option to
217 actually enter how much of the weight right percentage. You want to
218 invoice initial upon tender. Then after that once it's final discharge you'll
219 see that the difference when you do the final report. That's what CT does
220 lah now. Not [sure whether -
221 Zak: [It's for: kalau export, this is applicable but for [local one
222 Noel: [Local it
223 won't. It's not applicable for local =
224 Zak: = Ah for export yes =
225 Roz: = Ah: ini contractual borang: (*This is the contractual form*) =
226 Noel: = Yeah borang: (*Form*)
227 Zak: Yes. For initial we also have contract where they've to pay ninety five
228 percent in advance =
229 Noel: = Oh: that's advance. That's not the same actually =
230 Zak: = Is the process [flow -
231 Noel: [It's very different
232 Zak: It's very different. (place name) is very unique in that sense lah (0.1)
233 Talking about billing especially. Local sales even though we have this kind
234 of terms ninety eight percent, ninety five percent I don't this it [is -
235 Noel: [Applicable =
236 Zak: = Applicable to cater to our current local punya sales (*Applicable to cater
to our local current sales*) =
237 Noel: = Okay =
238 Zak: = But, export this [is -
239 Noel: [This will be needed especially the borang (*form*) et

240 cetera =

241 Roz: = Yeah yeah: yeah: definitely. So this one how do we pay them? How do

242 we pay the difference? You bill them? =

243 Zak: = Locals? Yeah =

244 Roz: = They just issue the debit note =

245 Noel: = Because their one is different. They do advance payment here. I

246 remember the first thing they do the advance payment, advance invoice

247 first then only they do the DO, processes.

248 Roz: Ah: [not the -

249 Noel: [They do the provisions first I remember =

250 Roz: = Then the: the [settlement of the:]

251 Noel: [Then they do the fulfilment, they do the settlement =

252 Roz: = Via DO, via debit note. In this case they want final invoice =

253 Zak: = Different =

254 Roz: = There's difference the settlement of it =

(Dialogue edited)

255 Noel: = Because it's a final invoice. Instead of: yeap =

256 Roz: = Looks like debit note is not enough =

257 Maz: = And they want provisional to: kalau tidak macam proforma jer. What

258 initial invoice, we don't want. We want provisional invoice. Dia dalam

259 system tu ada proforma invoice, provisional invoice, final invoice. So dia

260 nak [provisional invoice - *(And they want provisional to: or not it will look like proforma. We do not want the initial invoice. We want provisional invoice. In the system there is proforma invoice, provisional invoice, final invoice. So he wants provisional invoice)*

261 Zak: [Okay ↑lah. We follow that one

262 Noel: Okay. So we include this more for the next time you do export =

263 Zak: =Oh: export ah. Make sure you split these two. Don't go and deploy it

264 effective by local sales, you know?

265 Noel: Oh no no no =

266 Roz: = But, [all this

267 Noel: [Wa:it, wait. Your local sales, your terms under FB or no? It's not

268 under FB right? =

269 Zak: = No (0.1) Local there's FB =

270 Noel: = Oh yeah ↑hor =

271 Zak: = We need to split, you got to [separate out

272 Noel: [Okay I need to make sure actually it's non,

273 your one is non-local ones right? Yeah I need[to put -

274 Roz: [Actually when you do

275 your::

276 Noel: Because (place name) there's two types of FB. One is local, one is in H =

277 Zak: = Yeah

278 Roz: Noel, when you do yeah, you must summarize all this distinguish the

279 immediate ones and also for further request later yeah? Split them straight

280 away =

281 Noel: = So in the list we can prioritize, what's important =

282 Roz: = Ah ↑yes yes. So this is not [really -

283 Maz: [The one that's nice to have right now they

284 don't do it will put to lower.

285 Noel: Okay, can. Just put a note to it. Ok:ay I'll go through this enhancement for

286 export invoice, export lah international export actually. Ah: this is just for

287 generating changes itself. (*details edited*)

288 Roz: Same as just now =

289 Noel: = Yeah. Same as just now actually. So this I categorise it as next time

290 when you do export itself, this will be relevant for you =

291 Maz: = What is this that has been posted to SP yeah? =

292 Noel: = Yeah yeah yeah all of this has been posted to SP. All [the invoice-

293 Maz: [Previously you see

294 all the changes are captured into SP, but now: SP knows about it?

295 Noel: Yeah yeah =

296 Maz: = Har?

297 Noel: 'Cause we are sending out the amount to them =

298 Roz: = [Only now

299 Noel: [This is invoice, this is invoice Puan

300 Maz: Averages and others are captured by SP lah. This is just [another

301 Roz: [Quality is SP =

302 Noel: = Quality is SP =

303 Roz: = For agency. But not for shipment =

304 Noel: = This is shipment. Agency already: Puan. This is F10. I mean:: don't use

305 my contract lah. This is demo only. Know that this is done from your

306 destination books (*details edited*) =

307 Roz: = If this is under invoice, obviously have to go SP mar: Or not otherwise

308 macam mana? (*Or not how?*) B manual invoice, auto is fine. Manual

309 invoice in the end Jan kena key in (*Invoice manual for end of Jan needs to be keyed in*) =

310 Maz: = Ah: ah dia kena post::dia akan post. (*He has to post, he will post*)

311 Noel: Okay this is actually the discharge part again. You can enter the [statement

312 price

313 Maz: [No what

314 I worry is because when we do the posting kalau benda tu tak capture. ↑tak

315 boleh pergi jugak. In the technical side, we don't have that part yang kita

316 buat. Dalam CXOB ada lah. Ta:pi post? (*No what I worry is because when we do posting the items are not captured, we cannot move. For the technical side, we do not have the portion that we do. In CXOB there is. But post?*)

317 Roz: But one thing about invoice, they will post total lah [it's a

318 Noel: [Total of the invoice

319 Roz: Ah: you are concern whether they break it up =

320 Maz: = Ah ha:

321 Roz: You go: and check =

322 Noel: = I don't think they break it up =

323 Roz: = I don't think they break it up so too =

324 Noel: = Yeah they do the total =

325 Maz: = Because Noel has to know we made changes to the files =

326 Noel: = Okay, this is more of the export but I just want to let you know the

327 functionalities will help you calculate all the additional charges for

328 discharge (*details edited*) So simplify your invoicing okay? (*details edited*)

329 This is another functionality. All this are under export for future okay? I'll

330 move on to the next section, we are half way there. You want to continue?

331 We just continue: and cover one section of this? =

332 Roz: = Yeah.

333 Noel: Okay so for the training one we [actually have -

334 Roz: [Why you have that ↑picture ah? You

335 should have palm oil picture lah:
336 Maz: No:: look like ↑cherry lah ((laughs))
337 Roz: Cherry: We pick up cherry. Is it [coffee?
338 Zak: [Cherry coffee
339 Roz: Okay lah. We have coffee after this::
340 ((All laugh))
341 Noel: Okay. This is actually the training part. We actually have this, we spent a
342 lot of effort in CT to enhance the provisional pricing. Not sure how your
343 pricing mechanism is but this provisional price is actually to allow the
344 users to enter the provisional price and setting price based on each quantity
345 under the contract ...
346 Roz: Via debit note credit? =
347 Noel: = Yeah =
348 Zak: = You mean: the only two documents?
349 Noel: Yeah previously I understand they ah have multiple documents because
350 once they haven't fixed this price, they fix half this month, next month
351 they generate another () *(details edited)*
352 Zak: I think our system is already catered this.
353 Noel: Because I think your one is slightly different =
354 Zak: = Because this scenario is governed by MS ↑punya existing model =
355 Roz: = Oh: ↑you don't generate many many many times CNT yeah?
356 Zak: No no no. We only have two different document for [one contract
357 Maz: [Yang ini, kalau
358 takder ni [okay lah (*This one, if there is none it is okay*)
359 Johari: [We fulfil the kontrak (*contract*) as the delivery is completed
360 even though the price already er::
361 Noel: Fixed.
362 Johari: Yeah. Fixed. But only one kontrak (*contract*) is not completed we cannot
363 fulfil =
364 Zak: = So only one DN or CN is generated
365 Noel: Only one DN? Only one CN ↑right?
366 Zak: Erm.
367 Noel: Oh. That's good. Okay.
368 Roz: Only one sa↓ja lah::
369 Noel: Okay. Escape this one:
370 Roz: This is to cater for MA for [internal transfer pricing
371 Noel: [For internal.
372 Zak: Oh: transfer pricing kat sini ↓tak boleh. Haram. (*It is not allowed to do transfer pricing. Illegal*)
373 Noel: So, not applicable for this. I just skip this provisional transfer pricing
374 portion. Okay this one I think I'm not sure whether it's applicable. We
375 help the BN sales and tender purchase procedure. Ah: under here you don't
376 deal with BN here =
377 Zak: = Yeap.
378 Noel: It's difficult. I'm not sure how your futures, I don't think you do as well
379 here right?
380 Johari: Ah::
381 Noel: You do: planning?
382 Johari: *(details edited)*
383 Roz: Future trading, what do you mean? =
384 Zak: = Itu ↑lain lah (*That is different*) =
385 Roz: = Oh: future future future:

386 Noel: RP we cover later.
 387 Zak: I ↑think ini, lebih kepada err::
 388 Johari: TNB number =
 389 Noel: = But do you do futures? (*details edited*) =
 390 Zak: = In fact we've in phase the (place name) version of BN =
 391 Roz: = And how active is that?
 392 ((All laughs))
 393 Zak: It's required lah =
 394 Roz: = Active dah?
 395 Bib: = Active =
 396 Roz: = Active. Wa:h how many lots? Confirm position dah? (*Is the position confirmed*) =
 397 Bib: = Tiga ribu, empat ribu, satu hari (*three thousand, four thousand a day*)
 398 Roz: Oh: yang open position, yang sudah open? (*For the open position has it been opened?*)
 399 Maz: Dipanggil aper? (*What is it called?*)
 400 Bib: ICX
 401 Maz: I:C:-
 402 Zak: [But it's the same concept as the BN but I don't know the company
 403 wanted to do into like what we have in (place name) tapi the the the the
 404 product, the services, they're offering are exactly as BN =
 405 Roz: = Tender point macam mana? (*How's the tender point?*) =
 406 Zak: = Banyak port jugak. Berapa? (*Many ports also. How many?*)
 407 Bib (*details edited*)
 408 Zak: So tapi kat depan we don't know what's the [company punya (*At the forefront we do not know what is the company's -*)
 409 Roz: [No, selling forward for MS is
 410 approved then this: this you may need it. One, satu, provided the exchange
 411 is ↑active lah =
 412 Noel: = But Puan: if that's the case I ↓would share that may:be we wait until it's
 413 approved. The reason why is that, we currently now have been using based
 414 on the BN procedure [may en]tirely be different. We should
 415 Zak: [Yeah:]
 Maz:
 Roz :
 416 Noel: You [know just, yeah yeah.]
 417 Roz: [Okay okay boleh. Alright alright. No problem]
 418 Noel: Just [to tell you we should revisit this yeah
 419 Maz: [I tell you, it's an entirely different ah::
 420 Dolah: Yeah: because it's different from the BN =
 421 Zak: = Yeah, entirely different =
 422 Noel: = I think once you identify you want to do future trading, then we'll come
 423 into see the need to tender the procedure or not: then we gather full
 424 requirement on how you are doing tender process here.
 425 Roz: But but we've bought the module for MS. Because BN ventures are
 426 different () kan? =
 427 Noel: = Yeah the features is there. Features () it's just that they are not using it
 428 now only.
 429 Zak: Why not you use it?
 430 Noel: [Har?
 431 Roz: [Because [we have-
 432 Zak: [You have what?

433 Roz: Ah: we thought want to give you this =
 434 Noel: = Because I mean:: you can start using the features itself without the tender
 435 process. Just that this comes in when you want to change your features to
 436 your physical=
 437 Dolah: = Physical =
 438 Zak: = Yeah =
 439 Noel: = Yeah, this comes in that part =
 440 Roz: = For what () that you have, you can see samples in BN. You know your
 441 sales in BN and then:: we buy ↑back the profit. It also comes in from BN
 442 punya broker. You can see that one lah:: That one is already on =
 443 Noel: = Yeah: it's already working actually =
 444 Roz: = This is for more physical::
 445 Zak: Tender =
 446 Roz: = Tender =
 447 Noel: =When you convert it to physical [-
 448 Roz: [Features to physical
 449 Noel: Okay?
 450 Zak: Agreed.
 451 Noel: Okay: this one I just need to look at =
 452 Roz: KIV ↑lah, KIV
 453 Noel: Okay. RPO certs. So currently do you do this trading? Do you?
 454 Zak: Started.
 455 Dolah: Just started.
 456 Noel: Okay: so what we do is we help you to manage RPO, 'cause you'll get
 457 each year from what we understand each year, a quantity you can sell to
 458 other people. (*details edited*)
 459 Roz: = It is your data is it? =
 460 Noel: = Yeah my data =
 461 Maz: = It looks:
 462 Noel: My data doesn't look that nice lah. Okay, so on top of that it actually helps
 463 you to also show whose the buyer et cetera. So who is selling it to, it gives
 464 you to see and check whose the buyers. Because previously what we
 465 understand CT manage this off site the system, so they didn't know what
 466 they're trading et cetera. So now we've moved it into system so you can do
 467 RPO trading in your system.
 468 Maz: Ah oh, just to capture [the dates
 469 Noel: [Capture the invoicing, yeah =
 470 Maz: = Then the invoicing [will
 471 Noel: [To capture all the details lah. So that all the
 472 invoicing [will go to the SP
 473 Maz: [They still doing on their side =
 474 Noel: = Because I think you still need to do at the website still =
 475 Roz: = Have you started your website? Have you? =
 476 Johari: = Yes, we have already.
 477 Roz: Oh: declare already lah. Belum jual lagi? (*Not sold yet?*)=
 478 Zak: = ↑Dah lah (*Already did*)
 479 Roz: Berapa tan? (*How much tonnes?*) =
 480 Johari: = Tiga: tiga ribu certs from PCT (*Three three thousand certs from PCT*)=
 481 Roz: = How much you get? Five years? =
 482 Johari: = Yes: five years.
 483 Roz: So now you capture all those in CXOB, if you want.
 484 Zak: We can implement this [one straight away

485 Roz: [That's why lah =
 486 Zak: = This one [urgent lah
 487 Roz: Ah: uh:uhm::
 488 Dolah: At the moment we don't have any hazard to put in the system [because
 489 Roz: [That's why
 490 we try it and then:: macam tu aku pun:ya [budget September (*That's why we try it and then, if that is the case my September's budget*)
 491 Dolah: [Ah, we just worry money
 492 coming in how we clear [into SP
 493 Johari: [Yeah kita be↓lum [discuss dengan (*Yeah we have not discussed with*)
 494 Noel: [This one we realise that finance
 495 put separate account. Not the normal. So, we've already created. We'll
 496 classify as a separate account.

(Dialogue edited)

497 Johari: So [we
 498 Zak: [It's only for confirm trade only kan? =
 499 Maz: = Ah: done =
 500 Zak: = It's done? =
 501 Noel: = It's all done deal. So whatever you done here is done deal already =
 502 Dolah: = After getting confirmation [from ah:: the Green Tree
 503 Noel: [Yeah we still go through the Green Tree
 504 website [everything -
 505 Roz: [Ah: with this info you can actually, but CT, they do it manually
 506 tau. Copy from SP to the website [Ah ah
 507 Maz: [Du↑lu lah::
 508 Noel: Yeah:: last time =
 509 Roz: = Now? =
 510 Noel: = Now it's actually we are sending the invoices to SP =
 511 Roz: = Posting ↑also? =
 512 Noel: = Ah: they identified the account =
 513 Johari: = This we can [try lah
 514 Noel: [Because you see ah, what happens is, once we create the
 515 [contract] itself we actually issue the invoice already for you.
 516 Roz: [Ah ah]
 517 Noel: Because we already assume it's a done deal already. You have the invoice
 518 amount already. We generate the invoice amount, so that amount here will
 519 automatically send to SP already. So, it's already helping you to [interface-
 520 Roz: [So [with
 521 this we don't -
 522 Maz: [Kita
 523 tak ader issue nak posting ke account mana? Sekejap [↑sini pakai account-
 (*Do we have issue to post in which account? For a while it will be this account -*)
 524 Noel: [The issue is that this
 525 account is different from the sales account [-
 526 Roz: [Ah: okay ↑okay. So this help
 527 Jo not to do manually lah, okay might as well [you use it ↑lah
 528 Maz: [Because the data is there,
 529 you just post jer:
 530 Noel: So once it's done [in the-

531 Roz: [Dulu: tak ader dalam system ni. Ini baru. This [is new
(Previously there is none in the system. This is new. This is new)

532 Zak: [Kenapa

533 Jo [yang- (Why is Jo -)

534 Roz: [Josephine Josephine Josephine

535 Maz: [Josephine. Josephine: Josephine:

536 Zak: Oh:: dalam finance (*In finance*)

537 Noel: Okay. This one must have. So the next one we go [through the reports

538 Zak: [I think we went

539 through before right?

540 Noel: Yeah. I've gone through before.

541 Zak: Maybe you skip lah to the one you've not shown ↑ha =

542 Noel: = Yeah. I will skip but I want to confirm this is what you want =

543 Maz: = Nak or tak nak? (*Want or not?*) =

544 Noel: = Yes or no? =

545 Zak: = We already said ↓yes yesterday kan? =

546 Noel: = Yes lah? =

547 Maz: = If nak kita pergi ke posted draft, confirm contract jer dengan date. So:

548 betul lah sebab ini banyak susah kan? (*If that is what you want, we will go to posted draft and confirm the contract with the date. So is this not true that this it is difficult?*) =

549 Noel: = Banyak susah: (*So difficult*) so, yes. So [similarly banyak susah also (*Similarly it is so difficult*)

550 Maz: [They only want the part that's

551 confirm. Posted posted takder (*none*) =

552 Roz: = Ah: so it's [critical you you -

553 Maz: [Your figure depends on that kind of thing =

554 Dolah: = Does it link to the production of the account that we input manually? =

555 Maz: = Ah: ↑yes yes. We calculate the formula, we let you know later =

556 Noel: = Because this one: [I think we -

557 Roz: [We key in manually.

558 Dolah: Manually =

559 Maz: = Key in to how we calculate and then ah: you see lah, whether it's the

560 same or different.

561 Roz: We upload twice a week ↑kan? The production dia? (*We upload twice a week right? The production?*)

562 Johari: Ah yeah.

563 Roz: Week month and full month =

564 Noel: = So contract must [be -

565 Maz: [Actual also.

566 Roz: Ah yeah ↑lah:

567 Maz: () auto =

568 Johari: = Forecast =

569 Roz: = No ↑no, we don't look at that.

570 Maz: [↓Oh

571 Roz: [The system does it. But we don't look at that [lah -

572 Maz: [That's why estimate all yer?

573 Roz: Ah:::

574 Maz: Only [your:

575 Dolah: [This is based on estimate production. The actual the actual of

576 comparison between estimate =

577 Noel: = This one is the contract versus the delivery and receipts. Yes? Applicable

578 right?

579 Maz: Ada: ada↑lah

580 Zak: The delivery: they taking from the loads coming in =

581 Dolah: =But for [this -

582 Roz: [Apa benda, (*What is this*) I've not seen that in CT lah: =

583 Noel: = It's there lah =

584 Maz: = It's there lah. Click lah: click tengok

585 Roz: ((laughs))

586 Noel: Ah, sorry. Yeah? =

587 Dolah: = This ah.

588 Noel: Contract. What happen for instance, I give you to go through actually. This

589 is actually showing you sales contract. The bar graph, shows sales contract.

590 What is actually shown is the delivery is brown colour. So what it shows

591 you in July, I've got so much sales but I've got no deliveries. Doesn't

592 make sense lah, I mean there's some problems here (*details edited*)

593 Zak: I think we discussed this before right? =

594 Noel: = Yeah we discussed this before =

595 Zak: = Our concern, is only you remember the interco =

596 Johari: = Intercom. How [to -

597 Zak: [Intercom sales =

598 Noel: = How to remove Intercom sales?

599 Zak: = Yeah. How to remove it from the graph =

600 Noel: = Once we go into details, we will remove the interco. We'll discuss in

601 details how, what are the criteria that's more applicable. Because, if I'm

602 not wrong right, we discuss right, you wanted the option to include

603 Intercom or exclude Intercom? =

604 Johari: =Because intercom got some. In our case Intercom reduce the stock =

605 Noel: = So, you wanted the option to have Intercom or not to have interco

606 included? So, it's a flag to have the report to show Intercom or should not

607 show? =

608 Zak: = For sales contract, yes we remove. For deliveries, yeah =

609 Johari: = Sales jugak, sales third party =

610 Zak: = Betul. Kalau you eliminate intercom, hujung hujung tak sama

611 nilai,walaupun dia kurangkan stok. Sama ker? (*If we eliminate intercom, the end of the amount will not be the same eventhough he reduces the stock. Is it the same?*)

612 Johari: Sama (*Same*) =

613 Zak: = Kalau kita lakukan eliminasi, nilai quantity third party tak sama (*If we do the elimination, the third party's quantity amount is not the same =*)

614 Johari: = Tak sama:: betul (*Not same. True*) =

615 Zak: = Can [we sit down and discuss in further detail?

616 Roz: [Kenapa you buat interco? Tak cukup minyak? (*Why do you do interco? Not enough of oil?*) =

617 Noel: = Yeah in further detail. I know this one got a lot of concern about

618 calculation et cetera =

619 Zak: = Yeah exactly =

620 Roz: = It'll effect the stock lah

621 Johari: It'll effect the stock =

622 Zak: = And the report =

623 Roz: = But, intercom ni banyak ke ni? Tak cukup minyak? (*Is there a lot of intercom. Not enough of oil?*) =

624 Zak: = Bukan tak cukup minyak:: Banyak reason lah: (*It is not because of not*

enough of oil. *There are many reasons*)
 625 Roz: The common one? =
 626 Zak: = Er:: the scheduling lah:

(Dialogue edited)
 627 Noel: Okay. More discussion on this, on interco et cetera, so, again similarly we
 628 showed before. The total purchase by seller and by product again. It's
 629 something you require. *(details edited)*
 630 Dolah: Yeap =
 631 Noel: = Trade summary by broker. Do you have multiple brokers here? =
 632 Zak = We don't use brokers in (place name) =
 633 Noel: = Okay. Not appropriate =
 634 Maz: = No broker? =
 635 Dolah: = No broker =
 636 Maz: = Hmm =
 637 Roz: = Export dia? *(The export?)* =
 638 Johari: = Direct sales =
 639 Roz: = No. Refinery =
 640 Johari: = Oh:: refinery =
 Dolah:
 641 Roz: = Refinery means broker. Saya nak air lagi la:: *(I want more water)* Bib.
 642 Bib: air *(water)* =
 643 Maz: = Oh [you can take mine
 644 Noel: [You want? Puan:
 645 Roz: Eh, you drink [lah
 646 Noel: [No no no, it's Puan's one. It's extra =
 647 Zak: = Okay.
 648 Noel: Okay. This one you don't have multiple brokers, right? So you don't.
 649 *(details edited)* Just help you compare multiple brokers. On a monthly
 650 basis =
 651 Zak: = We have this lah =
 652 Noel: = You have this. [Okay -
 653 Zak: [Even though we don't use multiple brokers =
 654 Noel: = It's not applicable =
 655 Zak: = But it's nice to have =
 656 Noel: = So this one is contract closed beyond tolerance level. *(details edited)* [Is
 657 this applicable for you?
 658 Zak: [Ah:
 659 ini Johari jawab *(This is for Johari to answer)*
 660 Johari: This is against the quantity? =
 661 Noel: = Yeah against the tolerance level. So whenever the tolerance level is
 662 actually grey. Because you see my tolerance level is two percent. But then
 663 my fulfilled percentage is actually ah, ten percent. So actually there's the
 664 variance system. Because it should be between ninety eight percent and
 665 hundred and two percent. So anything outside of that will be in this report=
 666 Johari: = So we know this is relevant to the previous [slides ah
 667 Noel: [Yeah, previous slides.
 668 Where you want to manage you contract tolerance level? So you want to
 669 see which one breach the tolerance level =
 670 Johari: = Yeah, for the previous one we did and cannot see in the report which
 671 contract =
 672 Noel: = Yeah =

673 Johari: = Which date? =

(Dialogue edited)

674 Noel: = Yeah, the next report is I think we did discuss but: you want to revisit the
675 criteria. This is PT reports. Certain reports to see you know delay in
676 getting a certain quantity. Because I think it may not be so applicable to
677 your side =

678 Roz: = Erm: kita: (*we*)

679 Maz: Ada setting ya? (*There is a setting, right?*)

680 Noel: Yeah it shows all those that are delayed in getting the quantity, because
681 you dispatch it. You don't get the buyers weight from the counterparts et
682 cetera.

683 Zak: Ini delivered. Bib, Bib, apa pendapat kamu? (*What do you think?*) =

684 Bib: = Deliver? =

685 Zak: = Apa pendapat? Dapat key in lah (*What are the thoughts? Get to key in*) =

686 Noel: = Key in =

687 Bib: = Delivered ah mill, key in ah, quantity in SW and security our mistake
688 and key by weight in SW =

689 Noel: = You key in buyer's weight in SW right? =

690 Bib: = Yeah =

(Dialogue edited)

691 Noel: = So what happens is that we actually help you to identify what's the delay
692 actually. So I give you an example, for this contract or for this loan itself
693 right, the dispatch we key in the dispatch we recognise as first October.
694 Then the quantity is five thousand metric tonnes: we find out actually
695 delivered, the delivery, the delivered quantity right is entered on seventh of
696 January so that's a delay of (*details edited*) =

697 Zak: = Untuk [monitoring lah (*For monitoring*)

698 Johari: [Untuk monitoring, untuk ↑logistics lah. (*For monitoring, for*
699 *logistics.*) But er:: for this gate, they delivered gate ah? You will take from
700 the SW loan? [When the gate enters the buyers date -

701 Noel: [Depends on the date when it's entered

702 Maz: = Ada ker the buyer's weight? (*Is there buyer's weight?*) The mills weight
703 lah

704 Johari: [No: buyer's weight

705 Noel: [Buyer's weight. Delivered is buyer's weight =

706 Maz: = Ah::

707 Noel: The dispatch is mills weight =

708 Maz: = Ah: the delivered logistics will be here lah kan? =

709 Johari: = Yeah, we key in =

710 Noel: = Yeah, once they key in and when external is sent to us we update itself =

711 Maz: = That's a dispatch =

712 Noel: = So the dispatch happens first lah [so that's the -

713 Dolah: [Dispatch automatically happen from

714 ST =

715 Noel: = Yes ST =

716 Roz: = Ah ha:

717 Noel: Then after that, once they key in the buyer's weight and then automatically
718 from SW first when he actually update SW =

719 Roz: = So yang dua kali jer lah [yang dua] kali jer lah (*So it is twice only, for*
twice only)

720 Maz: [Sama lah] (*It is the same then*)

721 Dolah: Mills and logistics =

722 Roz: = Dua [info jer lah (*Two info only*)

723 Maz: [Cuma dekat (place name), kita semua mill. Tapi kita akan autokan refinery untuk refinery kita sajerr lah, refinery kita sajerr yang dapat the buyer's weight, there was auto to SW, SW auto to CXOB (*At (place name) we use mill. But we will automatised the refinery in our own refinery only, our refinery only gets the buyer's weight, then auto to SW, SW will automatised to CXOB*) =

724

725

726 Roz: = Data semua dapat? (*Have you gotten all the data?*) =

727 Maz: = Belum belum (*Not yet not yet*)

728 Roz: ((laughs))

729 Zak: Ini kirim ke refinery sendiri dan SW yang [update sendiri (*This is to our refinery and SW will update by itself*)

730 Maz: [Ah ah sendiri lah. Janganlah yang luar (*It is for your own. Do not give to the outsiders*) =

731

732 Zak: = Ya ya jangan bagi yang luar:: okay? (*Yes. Do not give to the outsiders*)

733 Roz: Ah:

734 Noel: Okay? This one is included. Another exception report this one is more for invoice issuing. Ah: invoice [issuing -

735

736 Maz: [So this one: ↑applicable [yeah?

737 Dolah: [Yeah =

738 Noel: = Actually this one is applicable. Just to recap actually, this one is actually keyed in based on delivered date. (*details edited*) I assume you had this discussion before that it might not be applicable for your site (*details edited*) Does that make sense to you? =

739

740

741

742 Zak: = This is very in: teresting =

743 Roz: = Obviously

744 Zak: Er: actually [invoice we keep on receiving cash from the::

745 Noel: [Because you issue the invoice

746 Zak: Customer and on contract when it's fulfilled. Ada dua jer. One [is -

747 Roz: [But the

748 second step [is (*details edited*)

749 Noel: [One is once the coupons [cash

750 Dolah: [Receive from buyer =

751 Zak: = Receive from buyer =

752 Dolah: = In advance =

753 Zak: = In advance: we fulfil the contract =

754 Noel: = Because fulfil the contract is more for contract specially, right?

755 Zak: Yes =

Dolah:

756 Noel: = So once you fulfil the contract then you issue the CN which is very un, not,[this-

757

758 Johari: [This only applicable for FX export.

759 Noel: Uhm, no no no. This one is actually recognition of revenue from mills perspective =

760

761 Johari: = Oh::

762 Zak: I think we need this exception report to [monitor

763 Noel: [But it's different =

764 Zak: = Is in dif: ferent way, is not as is not as this one?

765 Noel: It's not based on delivery

766 Zak: = But based on when we receive the money and when we fulfil the

767 contracts. So I know exactly when my contract is fulfilled and when the
768 invoice is issued out =

769 Noel: = Okay when you say when you receive payment, how would the system
770 know when you receive the payment? =

771 Roz: = Data update =

772 Maz: = SP =

773 Noel: = SP right?

774 Zak: No no, we we create an invoice. Pro forma invoice that identify the money
775 is already in =

776 Noel: = Okay =

777 Zak: = So I want to ensure my invoice is issued right after money is in =

778 Noel: = But: yeah lah ↑I know but how would I check_is how would I know the
779 quantity is in? =

780 Zak: = No no we just want you monitor, is that when the pro forma invoice is
781 generated:

782 Noel: O::kay

783 Zak: What date, what time =

784 Noel: = Okay. Yeah once I captured that invoice. Let's say for instance, let's
785 change this lah instead of using the dispatch date: whatever we say pro
786 forma invoice entered. And then invoice quantity and level it is. And then
787 the next thing? What's the next thing you want to monitor? After I enter
788 the pro forma invoice, where is it entered? =

789 Roz: = Delivery =

790 Dolah: = No =

791 Noel: = What will be helpful? When it's fulfilled =

792 Dolah: = [Fulfil. What is being fulfilled?

793 Maz: [Fulfil, yes =

794 Noel: = Okay, let's say for instance I put when is the fulfilled date, let's say for
795 instance =

796 Maz: = Okay =

797 Noel: = Okay? Then what would be your:: delay? What do you consider as your
798 delay? =

799 Zak: = My delay is I ful:fil my contract today. But my invoice come one week
800 later.

801 Noel: Okay.

802 Zak: I consider that as a delay. So you got to monitor from the fulfilment day
803 until the invoice is issued.

804 Noel: O:kay.

805 Zak: So that's the delay. I consider that one is a delay

806 Roz: Oh: so not not invoice against fulfilment. They don't want that.

807 Noel: No [pro forma is just for invoice. Is for info basis.

808 Zak: [Pro forma is one I receive the money I must issue the invoice straight
809 away. Because the buyer wants the document. The moment they pay us::
810 they want the invoice and the text agreement. So I got to monitor how:
811 how efficient my team issue invoice on time. [The moment -
812 Roz: [When when does the
813 fulfilment takes place?

814 Zak: Ah: that one takes place after [the completion of -

815 Johari: [Complete all =

816 Roz: = No no, the beginning of fulfilment =

817 Zak: = Beginning of fulfilment? =

818 Roz: = Ah:: the dispatches or shipment dealer bila? (*when*) After invoice or after

819 pro forma invoice? =
820 Johari: = The shipment =
821 Roz: = The shipment effect after proforma invoice and then you your real
822 invoice issued bila?
823 Johari: = After completion of contract.
824 Roz: You must capture the fulfilment part also tau (*you know*)?
825 Noel: I think what I can summarise is that I can capture ah: I would be able to
826 monitor your fulfilment portion (*details edited*)
827 Zak: Macam mana ya? Saya nak pastikan bikin selepas terima wang tu (*details*
828 *edited*) Bagaimana? Kerana [kerana (*How is it done? I want to make sure*
that after we received the cash (details edited) How? Because because)
829 Roz: [Cuma kat CXOB atau kat SP ya? Kat mana?
830 (*At CXOB or at SP? Where is it?*) How do you know?

(Dialogue edited)

831 Noel: Okay my next question is that in your cash receipts, would it refer back to
832 contract?
833 Zak: We receive cash receipt. The invoice is in the pro forma invoice =
834 Roz: = We still need to deal with the [invoice
835 Zak: [So that means, we pick up the info:
836 payment date from the invoice ya =
837 Noel: = Oh::

(Dialogue edited)

838 Roz: Tapi cetak is like you can capture the printing part (*But to print is more*
like you capture the printing part) =
839 Zak: = Printing creation I think
840 Roz: = Creation creation =
841 Noel: = Yeah creation date. You can capture but like he said, once you fulfil the
842 CN is auto generate. So there would not be life time here.
843 Zak: No delay ah?
844 Noel: No delay. Your delay in creation is your delay when you send it to your
845 customers.

(Dialogue edited)

846 Zak: Sekarang objektifnya kita yah:: memastikan kita melakukan billing on
847 time. (*Our objective now is to ensure we do billing on time*)
848 Dolah: Betul. (*Right*)
849 Zak: Itu saja objektifnya (*That is the only objective*) (*details edited*)
850 Noel: Or maybe, you can share with us what are the things right, are delaying
851 your payments, I mean delaying your billing now? What's the key things
852 that delaying your payments now? =
853 Zak: = (*details edited*). Why we delay fulfilment because we don't have the
854 documents from the mills. (*details edited*)
855 Noel: So actually for instance right, if I actually made a report that shows
856 actually this part, let's say: for instance you got all the pro forma invoice
857 but then no fulfilment yet =
858 Roz: = Ah, that's the section =
859 Noel: = Yeah and it actually shows you these lists (*details edited*) Does that
860 make sense?
861 Zak: Manage the company against the date of payment =
862 Noel: = Yes. Manage the company against the date of payment =

863 Zak: = Manage the company against the date of payment. That one can be more
864 than how many months, how many days. Seminggu baru selesai. Seminggu
865 daripada wang masuk hingga fulfilment, satu minggu (*One week can be done. From a week that the money is in till fulfilment it takes one week*)
(details edited)

866 Noel: But you've a rough idea lah. Usually it should be taking one or two weeks
867 lah, anything out of that means that's it's not supposed =

868 Maz: = Ah, So we say this one applicable? [Nanti dia – (*Later he will -*)
869 Noel: [Applicable
870 Roz: [Applicable. Yeah based on basis.

871 Johari: [We discuss together based on the basis
872 Maz: [Yeah with enhancement lah =

873 Noel: = Oh okay (0.5)
874 Zak: Break dulu. Makan siang. (*Break first. Lunch*) =

875 Roz: = Jom jom: lapar dah. Wah: ↑dah satu dua puluh dah (*Come come. I am hungry. Wah it is one twenty already*) =

876 Maz: = Har? =

877 Noel: = Okay we take a break =

878 Zak: = Okay, banyak lagi ↓ker? (*Are there more?*)

879 Noel: = We take a break. Ah:: we got twen: ty three more slides =

880 Zak: =Twenty three!

881 Noel: Twenty three. We covered sixty already. So...

882 Johari: Sixty is below twenty three =

883 Zak: = My goodness! Twenty three slides!

884 Noel: No, just now we covered sixty already. Yeah we're quite good already =

885 Johari: = Sixty? =

886 Noel: =_Six; ty. Six. Zero. We covered [sixty slides
887 Zak: [Then this is for the whole day right?

888 Anything else after that? That's all? =

889 Noel: = Ah:: that's all. Next day is more for SOP =

890 Zak: = Ok lah: hopefully we can finish earlier today =

891 Maz: = We cannot finish in a day: Ban↑yak (*A lot*)

892 Zak: Aiyah we got a lot of things to do lah: Come on.

893 Maz: Itu↑lah:: I dah cakap kan. (*That's why. I did inform right?*)

894 Zak: Okay. Let's go. Makan. (*Let's eat*)

Data 3

- 1 Noel: So for this one, I think what we'll do is I put it as not critical at all lah, this
2 one. Yeah. This is actually, this is showing part of it which the weekly
3 deliveries versus the targeted ones showing the full picture actually. So
4 these two are the things. So this one, is more for *(details edited)* Next
5 section is for *(details edited)* certain reports actually uhm: CT has actually,
6 for catered for *(details edited)* team. So, I'll just go through. This one is the
7 cash flow. What is it, it's actually the expected payment date for each
8 contract that's expected date based on the category which is defined in the
9 CT. So what it does is under the CCM ah:: we actually have the expected
10 payment date:: So it shows you actually what's the expected uhm: things
11 you should be expecting cash in at what, date. Would that be something?
12 Or you need more details?
- 13 Roz: Are they using this?
- 14 Noel: I'm not too sure, because we deployed this end of the year for *(details*
15 *edited)* =
- 16 Roz: = Oh, end of the year?
- 17 Noel: Last year =
- 18 Zak: = We want to know their incoming profits expect: expectation:
19 expectations, expecting incoming cash =
- 20 Noel: = Yeah they are trying to see what are the cash coming in la, let's say for
21 next month or something like that. I'm [not too sure
- 22 Zak: [Our, our treasury might might
23 need this. But maybe when they ask what's the:: can also use. Can be used
24 as well.
- 25 Noel: Okay =
- 26 Zak: = I also have query from treasury sometimes. How much is your US dollar
27 coming in, how much you pay () based on your sales. Kalau dah ada
28 macam ni, might as well ambik jer (*If there is such thing, might as well use*
it) =
- 29 Roz: = Currently the currency ni desktop punya price uh ↑uh (*Currently the*
currency follows the desktop pricing) =
- 30 Zak: = That's not currency. That [one is
- 31 Noel: [Oh: got, that one is Malaysian Ringgit. Yeah
32 it's group of currencies =
- 33 Roz: = Group of currencies ah? =
- 34 Noel: = I think [that one is the whole idea. I know the total of -
- 35 Roz: [But you put US dollars ah ↑ah
- 36 Noel: Actually MYR. As a whole of which I'm [expecting
- 37 Roz: [So US dollars another group?
- 38 Noel: Yes. Another group =
- 39 Roz: = Uhm:: (0.2)
- 40 Zak: But, but, why un-invoice quantity and un-invoice billing anyway? What
41 happens to those invoice? That means you are saying invoice one [we
42 don't
- 43 Noel: [Because
44 actually you are, because I suspect actually those you already invoice itself
45 you are not worried about the thing itself is it? I'm not too sure =

46 Zak: = This is if we are talking about cash flow. We supposed to invoice the
47 money that will be coming in. Whether it's invoice or not invoice it's
48 different. It's a different matter. If you only show un-invoice that means
49 the the billing is in progress. But they're not invoice. [For
50 Roz: [I'm not sure they use
51 this or not. I'm not sure =
52 Zak: = Or, you consider once invoice you already got the cash. You don't have
53 to [worry about
54 Noel: [Yeah. I'm not too sure also.
(0.6)
55 Zak: Okay lah. We can use this one. I I I consider I take it as invoice as cash is
56 already in =
57 Noel: = Yeap.
58 Zak: Un- invoice means it's still in progress that I'm expecting the money from
59 this contract.
(1.5)
60 Roz: Bib, tadi tak join kita untuk makan (*Bib you did not join us for a meal*)
61 Bib: Ah: awal dah [makan (*I ate early*)
62 Roz: [↑Ya?
63 Bib: Dah baru makan (*Just finished eating*)
64 Roz: Oh: kay =
65 Noel: = Okay. We'll explore on the un-invoice quantity. (1.5) Okay, the next one
66 is actually regarding the outstanding fair value report. This one is also the
67 requirements of (*details edited*) team to show the list of all the
68 outstanding contract actually in foreign currencies (*details edited*)
69 Zak: Again back to our MS punya monitoring, we go on DO? =
70 Noel: = DO basis =
71 Zak: = DO basis. We monitor our DO whether it's outstanding or not. In this
72 case your report based on the contract =
73 Noel: = Correct. It's the shift actually to based on DOs =
74 Zak: = Yeah =
75 Noel: = But your one DO can have multiple contracts is it? [Or one contract
76 Zak: [One contract one
77 DO =
78 Noel: = But one DO will have one contract ↓only lah =
79 Zak: = Yeah.
80 Noel: If that's the case maybe we should, can go by DO as well =
81 Zak: = Yeah =
82 Noel: = We can go by DO. Because from the DO I can get all the fulfilment
83 based on the contract but it's just the fulfilment quantity I'll based on DO
84 basis lah. And then your fulfilment, my contract quantity will be DO
85 quantity and then fulfilment will be based on my DO fulfilment =
86 Roz: = But this is FC right?
87 Noel: Yeah. Because it's still linked back to your contract mah. It's just that
88 they're looking at the more () level which is the DO. They don't look at
89 the contract level for their perspective. Okay? I just put a note there to
90 include DO.
91 Maz: This is all the report? =
92 Noel: = Yeah this is (*details edited*) =
93 Maz: = Where the cash flow, cash flow report lah? =
94 Noel: = No no this is outstanding fair value report.
95 Maz: Cash flow okay? They require?

96 Noel: Yeah, need to explore the use of un-invoice quantity and un-invoice fair
97 value. (0.2) The next portion is actually just one of the changes in terms of
98 integration for CT and uhm:: What's the difference in CT integration
99 versus MS?

100 Zak: You: you appoint the transporter and you pay the bills (*details edited*)
101 macam mana? (*You appoint the transporter and you pay the bills (details edited) how is it so?*) =

102 Roz: = Ah:: appointment is together with ah: procurement dengan tender kan?
103 (*Appointment is together with procurement and tender right?*) And we pay
104 them monthly. CT.

105 Zak: CT yang bayar? (*CT pays for it?*) =

106 Roz: Mm::↑mm

107 Zak: Our case is quite different lah, in our case is quite different =

108 Noel: = The mills pay? =

109 Roz: = Siapa bayar? (*Who pays?*)=

110 Zak: = Er:: certain case the mills handle them. (*details edited*)

111 Roz: Mm:: Sebab (*Because*) the log is in CT itself. [So then] the log of agency
112 might be

113 Zak: [Yeah]

114 Roz: the team yang, apa verify, pass the payment from (*details edited*) So it's
115 within us in that sense =

116 Zak: = So this is not applicable =

117 Noel: = Not applicable =

118 Zak: = Unless we really want to control the transporter. We don't, [we don't
119 Roz: [Unless

120 unless I don't know err: [logistics

121 Noel: [Does logistics want to control actually? Because

122 [log is here -

123 Roz: [CXOB got access? =

124 Zak: = Takder (*No*) =

125 Roz: = Tak↓der ya. (*No, right*) Which is that they should have access

126 Zak: Kita kita [different set up yer. (*We are different set up*)

127 Noel: [Not applicable, right?

128 Zak: Because CT. Log under CT =

129 Noel: = But do you have cases actually I mean, I share with you why this came
130 about actually Sufi (*details edited*)

131 Roz: Then they can weigh lah =

132 Noel: = Mm: So [that they

133 Roz: [Kita ada satu bill lah (*We have one bill*) for designated to two
134 or three transport kan? Other than that nobody can come in and collect =

135 Noel: = That kind is to control lah. That's why they want to control to [have o]ne
136 Roz: [Mm:]

137 Noel: system to control all the transport. Instead of separated. Very difficult to
138 manage. So that was where [the original -

139 Roz: [Even though it's under () we fix under () has
140 the data. Cuma the weight, buyers has se↑mua kan? (*But for the weight, the*
141 *buyers have it right?*) SW, semua. (*SW, all*). So that's why we've to see
142 the data is from the transport names [ah:

143 Noel: [The transport info =

144 Roz: = We populate the database from that correct? =

145 Noel: = Correct. Then we'll actually send the message to SW, to HQ lah =

146 Zak: = This is one time right? =

147 Roz: = Ah:: one ↑time jer. We populate data [one time jer (*only*)
148 Zak: [One time jer (*only*). That's it lah, if
149 we allocate one transport, we can use this one =
150 Roz: = Yes. Based on the contract =
151 Zak: = Every contract kita kena quote dia punya [nama kalau – (*For every contract we need to quote the name or -*)
152 Roz: [Tak, ↓tak. Kontrak,
153 transportation kontrak ah ah three years plus one. (*No, no. Contract, transportation contract is three years plus one*)
154 Zak: That means one ↑off lah =
155 Roz: = Ah:: =
156 Zak: = Maksudnya every three years lah (*It means every three years*) =
157 Roz: = Ah:: [every three years lah
158 Noel: [Yeah every three years. Or like sometimes they say multiple
159 contracts you might just need an extra transport to service this particular
160 mill [for short term basis
161 Roz: [But this process is from CXOB outing loh
162 Noel: So everything is controlled [in one place
163 Roz: [Control lah. So nobody can wait and ↓lari
164 (*run*). No more =
165 Zak: = I see =
166 Roz: = You know? =
167 Zak: = The problem is (*details edited*)
168 Roz: You banyak transport? (*Do you have many transport?*)
169 Zak: Kita, kalau (place name)? (*We, if (place name)*)
170 Bib: (place name) mill =
171 Zak: = Mill yang handle? (*The mill handles it?*)
172 Bib: Mill yang handle = (*The mill handles it.*)
173 Roz: = Transport macam mana? Satu ker dua? Ramai ke or? (*How is the transport? One or two? Many or?*) =
174 Bib: = Ra↑mai. Satu place lambak tapi [handle oleh satu mill yang – (*Many. At one place it is abundant but handled by one mill that is -*)
175 Maz: [Satu mill? (*One mill?*)
176 Roz: The contract [the contract
177 Maz: [Tapi:: satu mill will award here? (*But one mill will award here?*) =
178 Roz: = Ar: transport tu dapat kontrak daripada mill setahun atau dua tahun
179 sebegitu? (*The contract period of a year or two from the mill is to be given to transport?*)
180 Bib: Yes.
181 Zak: Agreement mill yang buat yer? (*Does the mill do the contract?*)
182 Bib: Ya.

(Dialogue edited)
183 Noel: Oh, all the different mills have different PTs. They are all of different
184 [companies altogether
185 Zak: [Based on one thing (*details edited*)
186 Noel: Oh.
187 Zak: So it's mixture =
188 Noel: = There's a mixture itself lah. So it's not necessary external lah =
189 Zak: = Aah: it's not centralised lah like I say =
190 Noel: Mm, currently now the appointment of transporters is really each mills do

191 their own.

192 Zak: Not necessary. Bib was saying you know (place name) handle by:: =

193 Bib: = I.N =

194 Zak: = I.N. But other areas handle by our logistics department here =

195 Noel: = Mm: not [consistent

196 Zak: [So marketing has no say lah on the transport. () is their ()

197 Noel: Yeah I think this one if you want to implement =

198 Roz: = Different lah =

199 Noel: = It will be difficult to implement [because you have to talk with -

200 Roz: [There's another body that is not apart

201 [of the -

202 Noel: [Yeah then you've to discuss '↑oh should (place name) come into the

203 same?' then it's a lot of discussion going to impact the business.

204 Roz: No need lah. [They are not critical about transport. One of the -

205 Noel: [I think this is anyway, this is not, yeah, reason is to know

206 also the transport performance. You know how [far-

207 Roz: [Ah, next time ↑kontrak

208 kan, how far they bring in the delivered weight untuk kita. (*Next time for*

209 *the contract, we will know how far they bring in the delivered weight for*

210 *us*). This one we can ↓know, we can analyse. They have KPIs. One of the

211 KPI is within twenty four hours they've to give the buyers weight at the

212 mill, so that can be track. Itu memang KPI dia orang. (*This is really their*

213 *KPI*). Ta↑pi (*But*) it's not tracked. It's difficult. So the mini↓mum the mill

214 key in we can know, we can assume, it's there la, you know?

215 Noel: Okay, I can just put it at this point of time not applicable =

216 Dolah = That mill er: manage themselves or transport yeah? =

217 Roz: = They manage themselves [We are [part of it

218 Noel: [More centralised now

219 Maz: [Transporter manage themselves?

220 Noel: No. [The mills

221 Dolah: [No no no. The mills lah.

222 Maz: The mills.

223 Noel: I think [it's =

224 Maz: [So not appropriate lah?

225 Noel: Yeah. Not appropriate =

226 Dolah: = Yeah =

227 Roz: = For the current process lah. Unless they [want to centralise-

228 Noel: [Change (**details edited**) yeah

229 intention to centralise =

230 Roz: = Centralise and itu:

231 Noel: Because changing of transport is quite big and it also impacts SW as well.

232 Yeah impacts SW also.

233 Dolah: We don't want, don't want to control so many things lah.((laughs))

234 Noel ((laugh))

Maz

235 Zak: We already small ↑set up ((laughs)) Kalau nak control transport ↓juga no

236 point having LND ya? (*We are already a small set up. If we want to*

237 *control the transport then there is no point having LND right?*) Log and

238 Distribution department =

239 Roz: = Log tu report kat siaper? Nama? (*Log reports to whom? Name?*)=

240 Zak: = GM tu Jee (*The GM is Jee*) =

241 Roz: = And GM reports to who? (*And the GM reports to whom?*) =

242 Zak: = Hasham. Hasham reports to CEO.
243 Roz: Oh: direct so. Oh, okay okay.
244 Noel: So for this application is not applicable lah for MS. Okay, the second thing
245 I wanted to share with you this one, I go to more details tomorrow it's that
246 FB actually. So currently now for us actually in CT, there's another
247 application function that helps to do FB trades. Once you are done, you do
248 the calculation and then on top of that (*details edited*) =
249 Zak: = So this one you are talking about pur- purchase or sales?
250 Noel: Majority is both actually. Currently now (*details edited*)
251 Roz: Sales, purchase =
252 Noel: = Purchase more lah. Focus is purchase. Yeah. Focus is purchase.
253 Roz: We go through next week ah:: tomorrow lah we go through =
254 Noel: = Tomorrow, we go through the details tomorrow uhm, but I shared that
255 you want to see what the system can do first =
256 Roz: = Then can [decide lah
257 Maz: [Decide lah then bagitau dia. Demo lebih cepat daripada you
258 tengok tak habis-habis (*Decide and then inform him. The demo is faster than you look at it unendingly*) =
259 Noel: = Because it's it's catered for (*details edited*) =
260 Roz: = Ah: (*details edited*) [business flow
261 Maz: [It's too much different. Forget [about it-
262 Noel: [But you have long
263 term agreement right during your purchase? You have right? =
264 Zak: = Yeap =
265 Noel: = Per year basis or whatever right? =
266 Zak: = Yeap =
267 Noel: = Erm: okay. We cover tomorrow on this one. This is actually the fulfilled
268 section. We cover few things we actually cover on fulfilled part. So this
269 one I explain to you what this enhancement does (*details edited*)
270 Zak: I think our intercom and your intercom quite different ↑yeah. You got to
271 [explain to us -
272 Roz: [Ini ↑kan ini kan ini – (*This is this is*)
273 Zak: What do you mean by intercom? [Maybe you can show to us -
274 Roz: [No no. you explain to us how your -
275 Noel: [No actually you can explain how your
276 intercom works ((laughs))
277 Zak: No you tell us first [then I can differentiate lah
278 Noel: [Yeah how [actually when you -
279 Roz: [How this works? How this works?
280 Noel: Okay, what happen is that because for us to explain this right, I want to
281 have a background of your interco right, when you are entering your sales
282 interco itself. Because you are selling from one PT to another PT right? =
283 Zak: = [Mm:
284 Roz: [Mill: one mill.
285 Noel: Because it's one mill if I'm not wrong (*details edited*) =
286 Zak: = Yeah [true
287 Noel: [Because you want to transfer stock one mill to another =
288 Zak: = Oh: kay
289 Noel: As you do that your this mill already has collections, I mean batches. As
290 you dispatch from this mill to the next mill, your SW will get updated as
291 they get up, correct?
292 Zak: Mm::

293 Noel: The loads come in and populate into this contract. How much is delivered
 294 okay? [Similarly-
 295 Roz: [How much is dispatch =
 296 Noel: = How much is dispatch. Sorry. (*details edited*)
 297 Roz: But then again another another point ah, you when you do interco whose
 298 weight is finer? A or B? =
 299 Dolah: = Based on the contract lah. Depends on the buyer =
 300 Noel: = Some contract on the buyer, some contract will [be yeah
 301 Zak: [Depends on the
 302 contract terms =
 303 Roz: = Not interco. Most of the interco? =
 304 Zak: = It depends =
 305 Roz: = It depends ker? Oh, but I thought it's just within your tool =
 306 Bib: = Based on sales basis =
 307 Dolah: = Sales basis. Sales terms =
 308 Roz: = Oh, you don't standardise it? Macam ini ker? (*Is it like this?*) =
 309 Dolah: = Maksudnya, standardise macam mana? (*You mean, how do we
 standardise?*)
 310 Roz: It's all IC XP [or it's all
 311 Dolah: [Oh: no no
 312 Roz: Why is that ah? Ala, you all so complicated la you all =
 313 Zak: = Bukan. It's the business. It's like that. It's not that we want to be
 314 complicated =
 315 Roz: = Because of the transport is it? =
 316 Zak: = In the first place ()
 317 Roz: That one I understand you don't have control over (*details edited*) This is
 318 within us we can control, that's my point =
 319 Zak: = Okay, why we do interco. The interco: will be err: will apa kata: muncul
 320 (*how do you say, appear*) when we do sales with (*details edited*) who
 321 trigger who trigger the interco? When there's a sales in third party, there's
 322 an interco. It's not ↓like I simply deliver my goods from mill A to mill B
 323 without any sales to interco. You know what I mean?
 324 Maz: Like third party ↑lah ni.
 325 Zak: Like your case I think I don't know lah, your real scenario you sell from
 326 mill A and mill B =
 327 Maz: = [No no no
 328 Noel: [Oh no, that's why maybe I share with you actually how why is it this
 329 way because we sell mill A mill B there are no issues. Now let's say for
 330 instance let's look at it actually you want to load into the ship but before
 331 you load there's a blocking terminal first okay?
 332 Zak: To? =
 333 Noel: = To the blocking terminal =
 334 Zak: = Okay =
 335 Noel: = As the dispatch they'll be based on the (*details edited*)
 336 Maz: This is the FET thing actually. FET: FOP =
 337 Roz: = Oh yeah kah? Zul punya? (*Oh really? Belongs to Zul?*) =
 338 Zak: = Banyak benda yang buat I pusing ni: (*There are many items that make
 me confused now*) =
 339 Roz: = Intercom, interco, interco, intercom =
 340 Noel: = How do you move oil to your ship? =
 341 Zak: = That's why I need an example from your end. What do you mean by
 342 interco [then I can

343 Roz: [Intercom, interco =
344 Zak: = We have to ini lah. We have to [understand
345 Roz: [The terminology =
346 Zak: = Try dulu understanding kita sama. Kalau tak persepsi ini:: (*Let's have a*
347 *common understanding. Or not the perception will (details edited).*
348 Dispatches from mill A () there is no contract. There's no contract. So it's
349 considered as a short transfer =
350 Johari: = Yeah. As a transfer out =
351 Noel: = So currently [now -
352 Roz: [How do you do short transfer? How do how do you
353 instruct mill to move () oh, it's already there? =
354 Zak: = If there's no instruction is =
355 Noel: = Consider a short transfer =
356 Zak: = Is log punya responsibility (*It is log's responsibility*) to ensure the stock
357 at the mill very very minimal. So they got to evacuate all the goods to ()
(details edited)
358 Roz: Then you move the oil (*details edited*) macam kita, for us to move (*details*
359 *edited*) from one place to any place mesti ada contract (*Then you move the*
oil (details edited) like us, for us to move (details edited) from one place to
any place there must be a contract) =
360 Zak: = Ah: even to your own () station?
361 Roz: Yes. Because that's control =
362 Zak: = Because okay your own station is a company by its own. It's an entity by
363 itself. Aku nak bagi station sendirian berhad (*details edited*) (*I want to*
name the station as my own)
364 Roz: Tak juga. (*Not really*) It's not a matter of that. The control is anytime any
365 (*details edited*) goes out the mill must have the sales contract. Must have a
366 contract. What everlah sales ker, purchase coming in and out must have.
367 Macam you all, (*Like you*) how can the mill knows it's the same or just a
368 simply [transfer?
369 Zak: [It's a transfer [because
370 Roz: [What document you present? =
371 Zak: = No no, document present. But it's just like an extension of (*details*
372 *edited*). Instead of storing (*details edited*) at their own mill, now they are
373 storing it at their ()
374 Roz: Okay, so moving of (*details edited*) tu semua is not mill manager? (*Okay,*
so moving of (details edited) is not the duty of the mill manager?) =
375 Zak: = Moving of (*details edited*) tu logistics (*Moving of (details edited) is the*
duty of logistics) =
376 Roz: = Logistics yang [suruh jugak? (*Logistics is the one who asked?*)
377 Zak: [Ya ya =
378 Roz: = How do they do it? May I know? =
379 Zak: = Apa dia? (*What is it?*)
380 Roz: = Fax, email macam ni lah. Or is that a standard procedure, banyak benda
381 move jer? (*Fax, email and things like that. Or is that a standard*
procedure, many things to move?) =
382 Zak: = Yeah [because they control the transporter, so they make decision to
383 Roz: [Is that the move?
384 Zak: move the (*details edited*) lah. So for marketing as far as marketing is
385 concerned, I don't look at stock at how much then I sell. (*details edited*)
386 so when we make [a decision to sell.
387 Roz: [But but what do you have in the CXOB interco tu? =

388 Zak: = Ah: [that one dif[↑]ferent
389 Noel: [That one you::
390 Roz: Oh different. Okay okay different =
391 Zak: = Ah, that's why I try to match your understanding it =
392 Noel: = Ah yeah, it's different. You can't. If you match you get confuse actually.
393 Zak: Yeap =
394 Noel: = It's different actually. The whole mill is catered for this purpose actually.
395 If you talk about mill A, mill B we talk about both mills have SW already.
396 So you shouldn't duplicate anything =
397 Maz: = Shouldn't have problem =
398 Noel: = Shouldn't have problem because you are receiving loads al[↓]ready =
399 Roz: = No issue [↓]lah =
400 Noel: = [You shouldn't be entering manually.
401 Maz: [You don't have to, because kita tak der. (*You do not have to because we do not have*)
402 Zak: 'Cause our station semua ada [SW already (*Because all our stations have SW already*) =
403 Roz: [SW.Itu yang takder (*That we do not have*)=
404 Zak: = Kenapa you takder? [Padahal own mill (*Why don't you have? Whereas your own mill*)
405 Maz: [Tak 'cause SOP, PHEIMA (*No because of SOP, PHEIMA*) =
406 Roz: = SOP PHEIMA=
407 Zak: = Oh: this is third part () I was talking about own () just now
408 Maz: That's [↑]why: =
409 Roz: = Or lah. Or [or
410 Noel: [Or or or
411 Zak: Or, this is a misunderstanding lah ni. Dah [↓]lah lain third party (*This is a misunderstanding then. After all it's the third party*) =
412 Noel: = What about third party? =
413 Roz: = Ah: third party macam mana? (*How is it for third party?*)=
414 Zak: = What I explain to you just now is equivalent to own ()=
415 Noel: = Oh: kay. What about third party? =
416 Zak: = Okay if third party, Bib bagaimana prosesnya? (*Okay if it is third party, Bib what is the process?*) =
417 Noel: = How do you [do your process?
418 Zak: [Keluarkan DO juga kan? (*Release the DO also right?*)
(details edited)
419 Roz: DO jer? Takder kontrak? (*DO only? No contract?*) =
420 Zak: = Takder kontrak. Sebab belum dijual (*No contract. Because it is not sold yet*) =
421 Maz: = Sebab belum dijual (*Because it is not sold yet*)=
422 Zak: = How come I sell to A I cannot sell to B station =
423 Noel: = No: they, it's not that's why they don't sell to **(details edited)** station
424 here also. But you still sell internally. It's because the mills need to
425 recognise it as selling revenue =
426 Zak: = Oh: consider already the sales =
427 Noel: = It's consider sales =
428 Zak: = No. In: in our case:: no =
429 Noel: = No =
430 Zak: = No. Not the same because different treatment=
431 Noel: = Different treatment 'cause you sell by delivered basis from the mills. So

432 once it gets delivered out [it's actually -
433 Roz: [Actually I don't know how Rosmah was
434 asking about using ST function
435 Maz: Then who manage?
436 Roz: ↑Hmm::
437 Maz: Who manage? Who yang manage semua tu? (*Who manages all that?*) =
438 Roz: = Who manage tak per lah (*It does not matter who manages*) [Still the
439 same
440 Maz: [And then it
441 belong tu err: ini lah (*this*)
442 Noel: But [that means it's still not recognised lah the sales
443 Maz: [But in this case the
444 Noel: Because previously [the - (*details edited*)
445 Maz: [No, the function is design
446 Roz: [The function is such a way anytime the mill leave
447 must have a contract. At times we don't know. Macam ni lah (*It is in this*
448 *case*) we've not sold. Ros has been asking me about that, you know?

(Dialogue edited)

449 Noel: Okay. We skip the last section =
450 Roz: = Okay, there is five slides we saved ((all laugh))
451 Zak: Okay. That's good =
452 Noel: = So now we move on to email alerts okay? So my question, ↓you getting
453 email alerts for now right?
454 Zak: Only for apa? Err, email alerts kita terima untuk apa yah? (*Only for what?*
Why do we receive email alerts?) =
455 Johari: = DO allocation.
456 Zak: Oh: DO allocation=
457 Noel: = DO allocation itself lah.
458 Zak: Tapi: Dolah kita terima yang error tu terima tak? (*Do we receive the error*
messages?)=
459 Dolah: = Tak (*No*) =
460 Zak: = Tak? (*No*) That means we only receive DO notification only =
461 Noel: = So before we look at the actual email itself right at CT, we've created
462 actually Email Alert TM. So this is to cater actually, sometimes we're
463 sending email alerts right, you don't want it send it to the whole world.
464 Certain emails is for certain people =
465 Roz: = Yeap =
466 Noel: = Certain people manage certain things =
467 Roz: = Yeap. We have something like twenty alerts or something on the count
468 lah, I've not seen the bank draft integration. What is it about yeah?
469 ((laughs))
470 Noel: The bank draft integration is already integrated. What is happening is that
471 the bank draft info is actually sent to us =
472 Roz: = From the email? =
473 Noel: = From [the
474 Roz: [↑Eh ↓eh from the email lah =
475 Noel: = Yeah so that info is actually loaded. So that when you actually see all the
476 contract and bank info there =
477 Roz: = I see. I think the next step is whether finance wants to see that also =
478 Noel: = Ah: whether you want to put it as report is another thing or: =
479 Roz: = Ah: okay okay. Ini untuk siapa yang nak bayar? Dekat mail? (*Who is*

480 *supposed to pay?) (In the mail?) =*
481 Maz: = Dekat mail (*In the mail?*) =
482 Noel: = Okay under each mail trigger, you can actually, this one now is that we
483 made it much easier for you to handle the email alerts. This email alert turn
484 it off, this email alert turn it on. So you can actually manage email alerts
485 on the screen itself on the system. So it's actually easier to manage =
486 Roz: = This one is KR lah =
487 Noel: = Currently CT is managed by KR lah. I mean on your side maybe, Dolah.
488 Al can manage? =
489 Dolah: = Mm? =
490 Maz: = Al? ((laughs)) I don't think so lah for users =
491 Roz: = Let them lah =
492 Zak: = The thing I buat, benda ni mm: (*The things I do, this thing*)
493 Noel: It's just a [functionality. It gives you more flexibility.
494 Roz: [Ah it's there if you want the alert kan. It's important for you to
495 know and do something =
496 Maz: I think for all the alerts [because -
497 Noel: [This email alert you wouldn't be updating it every
498 day. You only update [once actually] Once you change.
499 Roz: [Yeah yeah. Once only]
500 Zak: When a DO alert too much, worry already ((all laughs))
501 Noel: That's the thing I don't think you can remove your name from the DO and
502 see whether DO will alert you anymore ((laughs)). So this gives you
503 control lah. It's [easier and:
504 Roz: [Flexibility
505 Noel: = Flexibility lah. 'Cause now I think arr, you need to go back to IT team to
506 change [email and et cetera
507 Zak: [So, this one we can control it lah =
508 Noel: = You can control [it lah
509 Roz: [Ah: better =
510 Maz: = Ah: you save it lah =
511 Zak: = Jadi Dolah bagus jugak yer. Tak payah go through Sham lagi yer untuk
512 tukar penerima email jer. Setting di sini jer. Are you saying that? (*So
Dolah is quite good also. Do not have to go through Sham to change the
email's recipient. The setting is done here*) =
513 Noel: = Erm yeah. That's what I'm saying =
514 Roz: = Encik Sham? =
515 Maz: = Yeah. Di sini kan takder. Kat CT kan you control. Kita tak deploy kat
516 [sini] So every ↑time problem: Encik Sham yang [buat] (*Yeah. There is
none here. At CT you control. We do not deploy it here. So every time there
is a problem Encik Sham will settle it*)
517 Roz: [Mm:]
518 Zak: The problem is email verification [One
519 Roz: [Mm::]
520 Noel: [Oh the email rejected. Is that the point?
521 Zak: One minus point that we, I hate very much is the email address if
522 somebody use to get the notification suddenly resign from MS, and the
523 email add removed from database then our =
524 Noel: = Email cannot be send out =
525 Zak: = Ah yeah cannot be send out and worse part the DO cannot be allocated
526 to the mail. So how: how practical is that? Because of one guy leaving MS
527 and his name no longer in Lotus note base and our operations get stuck =

528 Noel: = We are working on that actually in the sense that you should still be able
529 to send out but the thing we just take note is that the email alert is not
530 being sent out =

531 Zak: = Yeah it should be that way =

532 Noel: = So I just, wait wait: to let you know I've been talking to Fred on this
533 already. So we are actually designing in such a way. The reason why we
534 haven't implemented it is because of migration. The migration that's
535 happening so we haven't implemented it. But we've been discussing. I
536 understand your concern actually on that. So what we are suggesting is that
537 the email alert won't be send out. That one is without doubt but, the DO
538 allocation should just go on =

539 Zak: = But how [do I know

540 Roz: [Until we update, until we update the name is or out and no
541 longer =

542 Noel: = But the email alert will send out but the DO allocation still go through =

543 Zak: = Then how I know the DO has already been apa tu, entered to the mails
544 without a notification? =

545 Maz: = No. It will be once we migrate =

546 Noel: = No, I know. I understand what you mean actually. Because this is one of
547 the case actually, this is one of the invalid email inside there =

548 Zak: = Yeah =

549 Noel: = So I've to notify you that there's an invalid email. How can [I -

550 Johari: [The system

551 Noel: The system has to inform you. We've to do something. One of the [way]

552 Roz: [Yeah]

553 Noel: We've to do is not actually sending you email. Because if I send you the
554 email then you think it's normal and you keep on going and have a wrong
555 email all along. Something has to stop.

556 Roz: Ah ↑ah, I see =

557 Noel: = I agree with you I cannot stop the DO allocation =

558 Zak: = Yes =

559 Noel: = It's still need to go through. The small alert needs to stop because that's
560 my validation. So you need to go to the system to make sure the email is
561 removed =

562 Maz: = Removed =

563 Noel: = Then the email alert will be send out again. But the allocation will [be
564 done

565 Maz: [Tapi

566 itu ada error ↓lah. Dia [bagitau tapi allocation kena – (*But there is an
error. It tells us but the allocation needs to -*)

567 Roz: [You must show that you mesti betul the email alert
568 lah (*You must show that you must really rectify the email alert*) =

569 Zak: = But after I change, after I updated the recipient, the name then the
570 notification will send out? =

571 Maz: = The the work as normal lah =

572 Zak: = Ha?

573 Noel: Work as normal but not the [backlog one lah. The -

574 Roz: [Backlog will be backlog. It won't be send =

575 Maz: = Tak lepas (*Would not pass*) =

576 Zak: = Tak pass? (*Would not pass*) That means there's no notification? =

577 Maz: = Ah:: takder lah (*none*) =

578 Roz: = That one they are working on it =

579 Zak: = Eh: cannot be =
 580 Roz: = They are working on it:: [they are working on it right?
 581 Noel: [I understand [I understand
 582 Zak: [You've to. Even though tak
 583 lepas unsuccessful, first try tak success kan. Sebab nama takder but when
 584 kita update the new and latest recipient name it should send out email
 585 [otherwise- (*Even though the delivery is not successful, the first try it's not a success right. It is because the name is not there but when we update the new and latest recipient's name it should send out the email or otherwise*)
 586 Noel: [Let me, let me yeah the email notification is [used by our -
 587 Roz: [We've to push again lah:
 588 Maz: Push again ((laughs))
 589 Noel: I understand what [Pak Zak is saying
 590 Zak: [Otherwise our mill won't know that they are receiving
 591 our ↑DO. Without notification =
 592 Roz: = What he's saying even if you have that problem, that the one name not in
 593 the separate mail will send to the mail? Is that what you are working on?
 594 Noel: No no. That's the thing yeah. But I understand the concern. Let me look at
 595 this. I'll see how I can resolve that email such that it's to settle the
 596 backlog=
 597 Maz: = But the DO has gone you know? They can't clear two to three days.
 598 Actually they've already done =
 599 Zak: = Backdate lah =
 600 Maz: = Oh:
 601 Zak: You must backdate my DO =
 602 Maz: = Itu pun kalau [you (*That is if you*)
 603 Roz: [What happens if you: how do you do it now? Hantar
 604 manual? (*Send manually?*) =
 605 Zak: = Takder manual lah. Paksa dia orang cari sampai dapat. (*Not manual. Force them to find until it is found*). Otherwise I threaten them. My brush
 606 is waiting. You ↑tanggunglah dua ribu tan punya vessel (*You will be responsible for two thousand tonnes of vessel*) =
 607
 608 Roz: = So siapa cari? (*So who finds it?*) =
 609 Zak: = Dia orang cari lah. Biasanya mereka dah tahu dah. Kalau DO tak pergi
 610 mesti email add (*They will find. They are used to it already. If DO is not approved it must be the email add*) =
 611 Maz: = Ah:: Kalau takut tu kadang-kadang dia orang boleh access. ↓I tak boleh
 612 access. I tak boleh buat. (*Sometimes it can be quite scary if they can access. I cannot access. I cannot do*). I don't have the rights for it.
 613 Zak: You try to do something about it yeah? Because we can't afford =
 614 Noel: = Okay can. I'll look [into it
 615 Roz: [What if what if: PE down? =
 616 Maz: = Ah ↑tu ((laughs))
 617 Roz: Aah: it's not perfect yeah. We've to have the avenue of imperfection =
 618 Maz: = [That's why why
 619 Zak: [So far
 620 Roz: Kalau PE down macam kita delay that is [that is
 621 Maz: [Macam kita, (*Like us*) SW allow
 622 them to enter things into the system so that ah: they can get through the
 623 process instead of waiting for the system, sebab betul kalau (*because if it is true*) SW is down, network is down =
 624
 625 Roz: = Ah: ah: tak boleh =

626 Zak: = Yeah kalau (*if*) network is down. That ah: =

627 Roz: = Ah what would you do? =

628 Zak: = Kalau network down in for a certain period of time, kalau we [tak

629 resolve jugak (*If network is down for a certain period of time, if we do not resolve by then*) =

630 Roz: [Then

631 what you doing?

632 Zak: We allow the mill manager to key in manually =

633 Roz: = Ah: manually =

634 Zak: = Kita ada contingency jugak (*We have contingency plan as well*) =

635 Noel: = But that one is an exception lah. But I agree with you. We'll see how,

636 what's the best way to resolve the email alert on that one =

637 Roz: = What's wrong with the orang resign ni? (*What's wrong with these people who have resigned?*) =

638 Maz: = Tak (*nothing*) =

639 Roz: = Alah =

640 Zak: = Dah berapa kali kena (*Have experienced it several times*) =

641 Roz: = Berapa kali orang resign? (*How many times have people resigned?*) =

642 Zak: = Tiga empat [kali ya (*Three four times*)

643 Maz: [Tapi ya (*But, right*)

644 Roz: Tiga empat kali in what? In two years? (*Three four times in what?*) =

645 Zak: = I think last year lah. This year tak ada orang lagi (*This year there are none who resigned yet*) ((all laughs))

646 Maz: Kesian, dia (*Pity him*)=

647 Zak: = Ada ker? (*There is*) =

648 Roz: = Siapa? Siapa resign? (*Who? Who resign?*)==

649 Zak: = Kat HQ lah:kat mill tu (*At HQ. At the mill*)

650 Roz: Oh oh I see I see. Dia bukan mar[ke - (*He's not in mar-*

651 Maz: [Bukan marketing (*Not in marketing*) =

652 Zak: = Bukan marketing (*Not in marketing*)

653 Roz: Okay okay =

654 Zak: = Yang terima notification email tu puan, kalau kamu tengok list tu yang

655 terlampau panjang giler (*The ones who receive email notification PUAN, if you see the list it is extremely long*) =

656 Roz: = I think you've to segregate it lah. As it is =

657 Noel: = Yeah because there's a danger actually. There's both danger. You've to

658 understand we're worried right it's that if we don't we don't notify you

659 that there's actually something wrong with the emails right, you'll just

660 continue sending but then it's not receiving by you. Let's say for instance

661 the bill you are thinking the mills is receiving it but the mills never receive

662 it =

663 Roz: = Fine fine =

664 Noel: The person has left already and no one change the email alert. So that's the

665 danger we need to be careful with and how we can settle the problem also.

666 Because if we let the email send now then we've [got a problem -

667 Zak: [I understand you can

668 stop the email note.[But the

669 Noel: [I understand there's a backlog. DO still go through.

670 After everything is resolved. Please send us a notification. A revised

671 notification. Whatever backdate postdate of what has previously been

672 delayed =

673 Zak: = Because those who are receiving the notification, they are using the

674 notification as a valid document you know? Because all the while we are
675 sending hardcopy of DO.
676 Noel: So now you [using
677 Zak: [Now is email. Email is a valid document. It's stated [in
678 Maz: [Kalau
679 benda tu datang lambat? Dia ada effect DO? (*If the thing arrives late? Does it affect the DO?*)=
680 Zak: = So long it appears in [SW. They can deliver kan?
681 Roz: [Dia punya file lar. Filing the rules. Kalau tak
682 appear kat SW tak boleh deliver. Notification mungkin later tapi
683 notification has to be there (=
684 Noel: = But I understand. We'll see how =
685 Maz: = We've to really study lar =
686 Noel: = Yeah. I see what's the best way to approach. So this one, the email
687 alerts, I suggest you to have email alert triggering system is to let you to
688 manage your emails even better instead of [letting you go through.
689 Maz: [Yeah they don't have to go
690 through the mess every time you need to change the emails.
691 Noel: Don't have to go through Pak Sham actually =
692 Zak: = Yeah but I prefer Pak Sham to do it for us lah ((all laugh)) we don't have
693 to do this. How to maintain this one a lot you know?((laughs))
694 Maz: Ah: my team will disperse ↓tau (*My team will disperse you know*) =
695 Zak: = Who will maintain this one? It's not a responsibility =
696 Maz: = I've to assign for this, nanti auditor bising (*I've to assign for this, or the auditor will be on my toes*) =
697 Roz: = How many alerts do they have? =
698 Noel: = No, because your email alerts I don't think, I think it's just one or two
699 only. Maybe one or two =
700 Maz: = Tak banyak (*Not a lot*) =
701 Noel: = CT has a lot lah =
702 Zak: = We only interested on DO only. DO notification. Others we don't really
703 care ((all laugh)) Settle setting email ni (*this*). Tambah orang baru, buang
704 orang baru. Buang orang (*Add new people, discard new people. Discard people*) =
705 Johari: = Ah: itu nanti. (*That will be later*)
706 Dolah: Kalau diberi access as admin. (*If given access as admin*)
707 Johari: Admin kan? (*Admin right?*)=
708 Dolah: = Saat ini kalau dia tak tahu(*At this moment if he does not know*) ((laughs))
709 Zak: Ya sama lah. [Boleh yer? (*Yes it is the same. Can it be done?*)
710 Maz: [Dia boleh jer? Dia tak boleh sure tak boleh? (*Can he do it? If he cannot means he cannot?*) One team also cannot do it =
711 Zak: = Memang lah. (*That is why*) That's the plan =
712 Dolah: = Yang idea dari Noel, cantik. Jadi DO notification must be generated
713 from CXOB kalau ada:: (*The idea from Noel if good. So for DO notification must be generated from CXOB if there is*) =
714
715 Roz: = Mm: problem? =
716 Dolah: = Users yang tak aktif lagi dalam email tu, seringkali sangkut kan? (*If the users are not active in the email, it will always be stuck right?*)
717 Johari: Yer (*Yes*) =
718 Dolah: = Ah: tapi ni CXOB pass through DO masuk sampai SW. Kemudian er:
719 nanti system akan send [email alert]↑ kan and users. (*But if CXOB pass through DO it will arrive at SW. Then the system will send the email alert*)

right and to users.

- 720 Maz: [Dibetulkan ah] (*It has been rectified*)
721 Noel: Yeah that's the backlog. I need to explore the backlog part lah. 'Cause
722 those that's not send out should be send out once. It's fixed lah in that
723 sense. But then it's difficult to define fix. How you: define fix in the
724 system? It's not easy for the system to detect what's fixed yeah. ((laughs))
725 Zak: Yeah ((laughs))
726 Noel: 'Cause you are changing [the
727 Zak: [But my point [is
728 Noel: [I know I know ((laughs))
729 Zak: [Very clear. You send me the
730 notification after that ((laughs)) =
731 Noel: = So I'll see how I can meet your need, meet your point lah. I see how I
732 can meet your point, okay? This email alert will be very useful but depends
733 on who the nominated person to manage it lah. That's all. Okay? What I'll
734 go through that I, that we've created for CT =
735 Roz: = We find is very good =
736 Noel: = Very good::

(Dialogue edited)

- 737 Zak: Why we need this one? =
738 Roz: = So you get to know people who has not confirm their con↓tract. Our
739 work will be affected. Then post:: jer tapi [tak confirm (*It is posted but not confirm*) =
740 Maz: [Ah ↑ah tak confirm (*not confirmed*)
741 Zak: = Ada yang macam tu? (*Is there such thing?*)
742 Roz: ↑Ah: ↓ah
743 Zak: I thought lepas posted: terus confirm (*I thought once posted it will be confirmed immediately*) =
744 Noel: = Not always =
745 Zak: =[Why?
746 Roz: [Just the click of a button. Malas. Malas nak buat (*Lazy. Lazy to do*) =
747 Dolah: = The buyers kan kerja sampai pukul lima. Mestilah nak balik ((laughs))
748 Esok kerja tu buat esok (*The buyers work until five. Of course they want to go home. Tomorrow's work will be done tomorrow*) =
749 Zak: = You mean kerja tak buat habis lah (*You mean the work is unfinished*)
750 Dolah: Ah: yer =
751 Maz: = Sampai ↑lu↓pa. Dia lupa (*Until they forget. He forgets*) =
752 Roz: = Ah: so with this, KR get the email and the morning dia pun dapat. So
753 nanti dia confirm (*So with this KR gets the email and in the morning he gets it. He will then confirm*) =
754 Maz: = Yang best part, cuma call 'Helo I dah tunggu lori ni. Mana kontrak I?'
755 Tak confirm (*The best part is just to call 'Helo I am waiting for the lorry. Where is my contract' Not confirm*) =
756 Roz: = Ah: dia takder lah system trigger (*He does not have a trigger system*)=
757 Zak: = Kita takder macam ni lah. Takder (*We are nothing like that. Nothing*) =
758 Roz: = I think you just have it lah =
759 Noel: = You can turn it off. But in the future when you see that 'hey ↑I need this
760 function to help me to do' instead of me emailing 'hey have you closed the
761 contract? This is the contract you haven't confirm' =
762 Roz: = Ah:: it's there =

763 Noel: Every day you've to do that. Instead the system will [help you
764 Maz: [Dulu I selalu ↑call
765 'where's my contract ah? Lorry waiting' (*I used to call 'where's my contract? The lorry is waiting'*)

766 Roz: ↑Ah: ↓ah: traders tu yesterday, I make sure my people already ask them to
767 key in kalau mereka ↓tak confirm. (*I make sure my people ask the them to key the details in if they are not confirmed*)

768 Zak: Yang con↑firm orang lain [ataupun segregate it (*Other party confirms it or is it segregated*)

769 Roz: [Siapa support system? (*Who supports the*
770 *system?*) No, the one.

771 Zak: The same the same orang yang buat? (*The same person who does it?*)=
772 Roz: = The same orang yang buat tu: (*The same person who does it is*)=
773 Zak: = Oh, I thought you segregate it =
774 Roz: = Tak [tak (*No no*)

775 Maz: [Sepatutnya: Traders yang [patut buat (*Actually. Traders are suppose to do*)

776 Zak: [Tak segregate pun boleh miss one step
777 lagi yer? ((laughs)) Kalau you ader kita follow lah ((laughs)) (*As it is not segregated a step can also be missing. If you have we will follow it.*)

778 Roz: I think it's good. Dah ader kan? It's there =

779 Noel: = Okay. This is one of the things. This is dispatch actually. When dispatch
780 is beyond tolerance, meaning that is when your mills actually beyond the
781 tolerance level. So alerts will be sent out actually =

782 Zak: = Okay, this is good =

783 Roz: = This one also sometimes they they key in twice. Can see straight away so
784 we'll go back to the mill or whatever, clean up your your you know the
785 one they key in and so we can see that to us is a a mechanism is to ensure
786 that good data in the system =

787 Maz: = Nak (*need*) email alert? =

788 Roz: = Mm: Email alert. Banyak ↑lah. (*many*) (**details edited**)

789 Noel: But that's the whole idea. Targeted. When you have targeted emails you
790 are reducing the emails because you don't want to receive all emails. So if
791 you are in the senior level right, you only need to see those. 'Cause it's not
792 every time you receive =

793 Roz: = Uhm: once in a while.

794 Noel: Once in a while. That you want to receive. But just now that one the DC,
795 you don't want to receive. You just let others receive =

796 Roz: = I I receive. I want to know =

797 Noel: = Ah yeah [this one -

798 Roz: [Because it ef↓fect my whole position =

799 Maz: = Position =

780 Roz: = Yes. Position =

781 Noel: = So you can choose lah. The whole idea is you can choose how much
782 email you want to see. We are not trying to in↑crease your email. We are
783 trying to decrease =

784 Roz: = ↑Aah:

785 Noel: We are trying to make it useful =

786 Roz: = After we show you what we have, up to you to use it or not lah.

787 Noel: Okay? Then the final on, this is the final slide just to let you know is the
788 email alert for the credit limit. So what [happens is -

789 Roz: [We are not using this

790 Noel: I know you are not. But I want to show you the system support this =
 791 Roz: = Can can. So don't waste time. Next.
 792 Zak: Skip =
 793 Noel: = So no more already =
 794 Zak: = So no more already? [Okay good
 795 Roz: [Is that↑ all? The listing that one. You giving all
 796 this on email? Are you sure? Let's go through the email regular again tadi
 797 in the CT =
 798 Maz: = The whole group sales strategy also =
 799 Noel: = Ah: that one is the whole group sales strategy. A lot of things is open
 800 position. The whole open position remove a lot actually. The open you
 801 caters to traders limit and et cetera. It's huge ((all laugh)) Just open
 802 position is very huge [so once -
 803 Maz: [What can we do? We just list it out and then:
 804 Roz: Yeah we list it out in case in case we miss out anything. The: what the
 805 slide earlier =
 806 Noel: = Okay. Sure.
 807 Roz: A few slides earlier =
 808 Noel: = Oh you talk about this one is it? =
 809 Maz: = Ah the list, remember? You [have that?
 810 Roz: [Is that is that list exhaustive? Or CT ada?
 (Or CT has it?)
 811 Maz: That is [one more
 812 Roz: [That is a ↑lot: a lot =
 813 Maz: = It's already a lot
 814 Noel: Okay, I'll go through actually erm. First one is actually the credit limit that
 815 one we discuss, this one is dispatch and delivered quantity and tolerance,
 816 we discuss (*details edited*) I didn't discuss on this email alert. LC part
 817 again =
 818 Roz: = The problem with this if you do not put anything about LC, it doesn't
 819 work at all right? =
 820 Noel: = Yeah, if you don't enter LC I cannot control lah
 821 Zak: ((laughs))
 822 Roz: This one I need that guy ((laughs))
 823 Noel: The other one is changing the auto fulfilment status, that one not
 824 applicable for them (*details edited*)
 825 Roz: That one all come to the HQ eh? =
 826 Zak: = Yes =
 827 Roz: = Hundred percent? =
 828 Zak: = Hundred percent
 829 Roz: Okay, then takder. (*Do not have*)
 830 Noel: So group sales strategy, this is more for (*details edited*)
 831 Roz: Oh, that's mine that's mine. This one I got email, this one how do you say
 832 ah ah [auto fulfil status
 833 Noel: [Auto fulfil status has changed to off =
 834 Roz: = Auto fulfil status has changed to off. What is this? =
 835 Noel: = This one, email alerts for change in auto fulfil status. Okay? I think
 836 that's all I have =
 837 Zak: = You are talking about er: apa tu (*what is that*) not. The format yeah, you
 838 got to discuss with us you ↓know first? =
 839 Roz: = Yeah lah yeah lah. They understand =
 840 Noel: = I understand they may be slightly different =

841 Roz: = It can be in Malay or English =
842 Zak: = Er: we have the one that we are using now is the: DO allocation. We've
843 our own format lah.
844 Roz: The wordings yeah? =
845 Zak: = The wordings. Like I said just now, emails are notification. Emails is
846 replacing =
847 Noel: = The physical =
848 Zak: = The physical DO which is already apear tu dah purchase tak guna lagi tapi
849 guna notification email tu. So we've to follow very nicely lah, so it caters
850 banyak pihak (*The physical DO which is already purchased is not used
any longer but we use the email notification. So we have to follow the
procedures very nicely because it caters to many parties*) =
851 Roz: = Any other notifications you want or not? =
852 Zak: = Banyak sangat tu (*There is a lot*) =
853 Roz: = Up to you, I mean the system is there you know? Ah Noel, listen to his
854 request =
855 Noel: = Okay =
856 Roz: = He doesn't understand Bahasa Malaysia
857 Zak: Ah: you Bahasa Indon (*You understand Indonesian*) =
858 Roz: = Dia tak paham Bahasa Indon (*He does not understand Indonesian*) =
859 Zak: = Bahasa Indon jer. (*Indonesian only*) Let him translate =
860 Noel: = No no ah: I Malay also got problem ((all laugh))
861 Roz: International school =
862 Maz: = Faham tapi tak boleh cakap (*He understands but cannot speak*) =
863 Noel: = Ah I try I try

(Dialogue edited)

864 Roz: We've to think what and how to save time with the system. That's more
865 important, then it's more efficient, kita (*we*) less stress yeah?
866 Noel: That's all. Yeah =
867 Roz: = Yeah very, very ah.
868 Noel: Earlier a bit lah: =
869 Roz: = Well done: well done =
870 Maz: = You have to compile =
871 Noel: = Yeah compile the things so at least we know what's the good to have.
872 What needs to customize further and et cetera.
873 Zak: Okay.
874 Roz: So again alerts ni, (*for these alerts*) let's think about the option when the
875 system stabilise you know. We think any alert efficient: think about it. We
876 are still here tomorrow or anytime also =
877 Noel: = So tomorrow I'll go through the FP as well lah =
878 Zak: = Tomorrow is early early early session only yeah? Afternoon? =
879 Maz: = Er: morning session I've for the sequel. By right dah ba::gi ah:: email
880 communicate dah to the users. (*By right I have sent the email to
881 communicate to the users*) We going to shut down tomorrow all those
882 things. You follow tak? (*Do you follow me?*)
883 Zak: Tak↓der (*None*) =
884 Maz: = Ai: ↓yoh:
885 Zak: Sorry lah. You going to assist me lah what should be done =
886 Roz: = Send in the email la, apa yang you suppose to email? (*Send in the email
then, what are you suppose to email?*)=
887 Maz: = I already send =

888 Noel: = It's just to make sure that everyone oh: kay five thirty, everyone log out
889 then who should be the person to check everyone. Okay to generate
890 reports, because we need to generate all the reports out so that actually
891 when it goes live right, we'll be using [those report to compare to make
892 sure -

893 Maz: [Maybe you can show [the list for -
894 Roz: [Maybe you
895 show the list? =

896 Noel: = Oh you want if I just go through?
897 Maz: For this communication =

898 Roz: = Saja jer (*For the sake of it*) =

899 Zak: = It's an advice to the user to log off. Ah okay ↑lah give me the cut off
900 date: cut off time so I send out the email

901 Maz: Ah, can send out today also. They know =

902 Roz: = Before end of the day lah. Better. Today at least =

903 Zak: = Besok kan? Cut off ni kan? (*Tomorrow right? For cut off only right?*) =

904 Roz: = Better send today lah, the alert and tomorrow you remind ↓jer (*only*) =

905 Zak: = Hari ini yer? (*Only today?*) Send reminder to? =

906 Noel: = No this one is actually to send email to all users of the mills right to stop
907 any action of CXOB on Friday which is tomorrow lah from five p.m to
908 eight a.m on Monday. So during this period right just to inform them
909 CXOB will be shut down during this period.

910 Roz: Are you saying no deliverance, nothing? =

911 Maz: = Ah ya lah =

912 Zak: = Oh tra↑ders and mills ↑yer? =

913 Maz: = Ah: =

914 Zak: = Oh the mills I tell you, they've activity on Saturday and Sunday =

915 Noel: = No no the mills can have activity but the thing that CXOB. So to let the
916 mills know they won't be expecting any DOs because the system will be
917 shut down already =

918 Zak: = Okay okay I will [send email

919 Roz: [But at the same time the system is stop. Not working
920 for a while I mean. The function still the dispatch can still go on. Doesn't
921 stop =

922 Noel: = Operationally they can still go on =

923 Roz: = Yeah I think that one liner you can add in yeah =

924 Zak: = Mm:

925 Maz: Make sure that everything from CXOB tu takkan terima. Kita terima boleh
926 la↓ter. Daripada Friday tu apa you orang yang nak buat? (*Make sure that
everything from CXOB is not acceptable. We can receive later. From
Friday what are you going to do?*) =

927 Zak: = We are only concern about the DO dia: tu terima. Siapa yang naik: kirim
928 tu mereka tak kisah. ((laughs)) they don't bother. Dia interested of our DO.
929 DO tak masuk dia call ((laughs)) Tapi kalau data tak masuk CXOB then:
(*We are only concern the person who receives the DO. Who goes up or
send they do not care. They do not bother. He is interested in our DO. If
DO is not in he will call. If data is not entered into CXOB then:*)

930 Noel: ((laughs)) you call. Other than that it's just some reminders to stop the
931 activities and to force everyone to log out actually. Just a short email lah =

932 Zak: = In fact, Saturday and Sunday pun takder (*do not have*) DO =

933 Johari: = Jumaat ada bah (*On Fridays we have*) =

934 Zak: Jumaat: esok kita bagitau lah (*Friday. Tomorrow we will tell them*) =

935 Roz: = Cuma beritau DO before five. (*Just tell them to send DO before five*).
936 Before three better =
937 Noel: = It's also for the traders [to -
938 Maz: [To finish up everything =
939 Noel: = To push out anything they need to actually before five. We ensure all the
940 users are out. We'll kick all the users before shut down =
941 Zak: = Okay =
942 Roz: = Okay.
943 Noel: Thank you for your time.

Data 4

- 1 Noel: Roughly what we plan ahead, I go through the urm: annual system
 2 migration be[cause
 3 Zak: [Before we begin what is the agenda today? =
 4 Noel: = Yeah yeah. That's what I'll check with you today =
 5 Zak: = Ah::
 6 Noel: First of all actually go through MS schedule [where] we run through takes
 7 Zak: [Okay]
 8 Noel: Less than half an [hour] Second thing is actually Puan Roz wants me to go
 9 Zak: [Hmm:]
 10 Noel: through the SOP actually. And then we finally if we have time and up to
 11 you, I'll go through FP =
 12 Zak: = Alright =
 13 Noel: = These are the things. We plan to finish this before lunch. So you guys
 14 can [actually do
 15 Zak: [We ↑have to go out at eleven forty five.
 16 Noel: We try to actually run through, okay?
 17 Zak: Uhm:
 18 Noel: So to run through actually we talk to the IT team already on actually the
 19 roles but I wanted to refresh on the involvement of users. So hopefully the
 20 users are all aware of they logging off by today at five p.m. So users
 21 should be stopping all their work by five p.m. Okay? What we're
 22 suggesting is by four thirty I need your help to send out an email just as a
 23 reminder whatever you have, try to close it off by going off at four thirty
 24 so that we can actually run the system. (*details edited*) Only you will be
 25 the active users, so all the users would not be able to access the system
 26 from five p.m. onwards. Okay? Then after that what will happen is that
 27 actually from five thirty I already talk to the ahh Rizal. He'll make sure the
 28 integration is off. (*details edited*) So once we shut down, we'll be doing
 29 the migration on the whole of Friday night. This one will be nothing to do
 30 your site already. It's actually my team doing the migration.
 31 Maz: Nanti Pak kalau mereka pergi solat kena hantar document [pukul lima lah.
 (*Pak if they are going for prayers they need to send in the document before five*)
 32 Zak: [I extend the
 33 reminder [cc to you
 34 Maz: [Pukul enam [pukul enam (*At six at six*)
 35 Zak: [No lah. I got a small set up only. I can ask them to
 36 stop now. No need. I punya users takder yang remote. (*All my users are*
 37 *not in remote*).Semua ada kat sini. (*They are all here*)
 38 Noel: Then on our side, we'll validate internally within my team to make sure the
 39 migration is running fine. Once we verify it's running fine already we re-
 40 start the system actually on Saturday. Ah: we are planning Sunday
 41 morning itself. After we restart, Lee will contact you to say that the system
 42 has been restarted. We'll need your help to generate reports again.
 43 Zak: That one it take how long?
 44 Noel: Ah, which part actually?
 45 Zak: The: to verify. That means I can start go in and do the [reports

46 Noel: [Yeah we'll inform
47 you actually you can start and go into verify already. So it'll be lunch time
48 and Saturday is that okay?
49 Zak: No lah. Earlier than that lah. I've to to go back to (place name) tomorrow. I
50 only allocate my time morning only to do this =
51 Noel: = Ah [what time?
52 Maz: [Kalau ada problem? (*If there is a problem*)
53 Zak: Should not be any problem kan? (*There should not be any problem right?*)
54 Maz: Kalau ada problem? (*If there is a problem*)
55 Zak: Then you go to pay my ini, ticket lah =
56 Noel: = What time? =
57 Zak: = By say around one o'clock. It should be able to finish the verification.
58 Noel: Yeah [yeah actually
59 Zak: [Come on lah. Dua belas jam nak buat verification kah? You buat
60 Saturday, [Sunday migration (*Come one. Twelve hours to do the verification? You do on Saturday, Sunday migration*)
61 Noel: [No no actually: let me recap actually all this right. We get the
62 servers started. We talk to my team if we can do it on Saturday morning as
63 in because by Friday we most probable settle everything already okay?
64 Maz: Okay.
65 Zak:
66 Noel: We need you to print the same key report you printed previously and just
67 match, it's ↑okay ↓okay. Just say okay. If not okay just say not okay. Then
68 we will do verification on our side. We need your help for that only.
69 Zak: Okay.
70 Noel: So once you say okay you'll actually be our uhm green light, it's verified
71 already and we can proceed to go live in the system. That means the
72 migration is successful lah.
73 Maz: Would you like to have back up? =
74 Noel: = Would you? Is there someone who can help you generate [the -
75 Zak: [I don't have
76 users to generate report you know? Only myself. The rest are doing [aper
77 tu (*what is that*)
78 Noel: [What
79 I suggest as a backup if you are okay, with it ah is that you know the
80 previous step?
81 Maz: Takperlah. Lee boleh jadi backup (*Nevermind. Lee can be the backup*) =
82 Noel: = Yeah yeah. Backup that's what I said. Once you generate the reports you
83 can send it to us, send it to Lee and us right, what we'll do in the event if
84 anything happens during the process (*details edited*)
85 Maz: Or what I can do is ask Lee to go into the system and verify lah =
86 Noel: = Yeah, that's what I say but for him to do the verification he needs Pak
87 Zak to send the reports lah =
88 Zak: = Yeah, that's why. Won't take long 'cause we did the verification before
89 this when Lee was here.
90 Noel: Oh it won't be long, I think =
91 Zak: = Erm: that's why =
92 Noel: = It only takes few minutes. I mean Pak Zak we put a lot of buffer in the
93 sense that if there's something wrong lah, just in case =
94 Roz: = Berapa report sebenarnya? (*How many reports actually?*)=
95 Maz: = Report tak banyak (*Not many reports*)=
96 Zak: = Tak banyak (*Not many*)=

96 Roz: = Then okay. Dia pun very sharp eyes. Cepat dia buat. (*Then it is okay. He has sharp eyes. He does things fast*)

97 Zak: I take it as compliment yeah? ((all laugh))

98 Noel: Okay once that done [already

99 Maz: [What I'm confident is actually the server tak kacau

100 ↓tau. Apa yang you dah buat, itulah dia. Cuma ambik balik database tu. Itu

101 jer. (*What I'm confident is that the server does not give any problem. What you are doing, that is it. Just take the database. That's all.*) =

102 Roz: = Yang dulu masa kita perlu? (*Previously we need to do it?*) =

103 Maz: = Ada users yang click data kita padam balik ↓lah. Kita backup tu ↑jer. So

104 shouldn't have a problem (*There were some users who clicked on our data and it was erased. We just need to back that up. So that should not be a problem*) =

105 Roz: = Okay good =

106 Noel: = So once that's done we'll actually verify the system with Rizal's team to

107 make sure the system is running fine. Once these two items pass already,

108 we'll let the system go live. Actually by Sunday it should go live already.

109 Monday you can send the communication saying that just access the

110 system =

111 Maz: = Dia orang tak nampak transparent. (*They do not look transparent*)

112 Roz: Why?

113 Maz: 'Cause mereka tak nampak berubah pun. Background sama (*Because they do not seem to change. Same background*) =

114 Roz: = The system add everything as per normal =

115 Maz: = Ah: normal.

116 Zak: I see. Based on your experience with CT? Does everything go smooth? =

117 Maz: = It should go smooth lah. I mean [you tested already

118 Roz: [Immediately boleh pakai tapi later tu

119 kita notice [something kan? (*It can be used immediately but we notice there is something later right?*)

120 Maz: [Ada, ada. Masalah report (*Got. Report problem*)

121 Roz: [Ada account problem. (*There is the account problem*)

122 Noel: So actually I suggest right, by Monday you can [actually advise -

123 Roz: [Operation still goes on.

124 Just that thing jer lah. (*Just that thing only*)

125 Zak: Okay =

126 Maz: = We never know it's already [okay or not

127 Zak: [The problem is expectation from CT KL is

128 very high. Monday morning report [semua kena (*By Monday morning all reports need to -*) =

129 Roz: [Tak per tak per. (*Never mind*) I give

130 you time.

131 Zak: I push my staff to do entry by eight fifteen =

132 Roz: = Can can =

133 Zak: = Report has to go out at time. So Monday morning is an exception lah?

134 Roz: Okay.

135 Noel: Okay? That's all actually. Thanks very much.